



South  
Australia

2022 / 2023

# ANNUAL REPORT



# 2022 - 23 Directory

## Patron

Her Excellency the Honourable  
Frances Adamson AC  
Governor of South Australia

## Board Members

### President

Mr W Coomans retired April 2023  
Mr K Reid

### Vice President Services

Mrs H Richardson

### Vice President Finances

Mr K Reid to April 2023  
Mrs A Perrott

## Elected and Appointed Members who served on the Board of the Association in 2022-23

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  
Mrs E Wolf

## Executive Leadership Team

### Chief Executive Officer

Mrs S Broer

### General Manager Service Operations

Mrs J Bonnici

### General Manager Business Operations

Mr D Smith

### General Manager Business Sustainability

Mr M Kearns

## Professional Services

### Auditors

HLB Mann Judd  
169 Fullarton Rd, Dulwich

### Lawyers

Lynch Meyer  
190 Flinders St, Adelaide

### Bankers

National Australia Bank  
48 Greenhill Rd, Wayville

Member of



# What Makes Us Unique

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## Our Vision

Well-nourished people thriving within their communities.



## Our Purpose

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



## Our Customer Promise

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



## Our Values

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

### Caring

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

### Respectful

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

### Integrity

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

### Collaborative

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

### Positive

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

# 3 Year Strategic Plan

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## Our Goal

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



## Our Customers

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

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



## Our Priorities - 2022-2024

Extend social connection within services to core customers.

Sustain and improve overall customer satisfaction.

Forecast future demand for services and capacity to respond.

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

Successfully transition to new aged care system requirements.



## Our Objectives

### Preferred provider of meals to seniors

#### Actions include:

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

### Help new groups, deliver new services

#### Actions include:

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

### Share our unique difference: Great food, great people

#### Actions include:

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

### Stronger base for future success

#### Actions include:

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

# 2022-23 Highlights

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Meals on Wheels™ SA has enjoyed a productive year brimming with growth and innovation as we continued to support over 11,000 South Australians, through our Hilton Cook Chill Facility and over 80 metropolitan, rural and regional branches.

## **Food, glorious food!**

Meals on Wheels SA is committed to continuing to improve our essential and life-changing services. This year we offered more variety for our customers through our Frozen Choice and Cold Meal Menus, made possible through consumer feedback and collaboration. Listening and responding to what our customers want and evolving to meet these needs, ensures we can continue to support older South Australians to live independently in their own homes, for longer.

Significant capital investment in the Hilton Cook Chill Facility's equipment, as well as a focus on staff training, has enabled more efficient food preparation and chilling capability.

## **Recognising our Great People**

It's not only investment in our Great Food, but also our Great People that keeps our wheels turning.

We recognise volunteers who have been acknowledged through community awards, including OAMs and Australia Day Awards. One such recipient is Edwardstown volunteer, Colin Trenouth, who was awarded the Outstanding Contribution Award (Individual) in Meals on Wheels™ Australia's inaugural Alison Meighan Awards.

Meals on Wheels SA was thrilled to have one of its own recognised in this new, national awards program. One thing is for sure – our organisation is built on a solid foundation of like-minded people who love making a real, tangible difference in their communities.

**"I find the most rewarding part is interacting with the customers and understanding the importance of what we do".  
Colin Trenouth**

The Murray River floods in late 2022 and early 2023 were met with concern for Riverland branches and surrounding communities, however, Renmark, Berri, Waikerie, Morgan, Mannum, Murray Bridge and Tailem Bend branches continued to receive meals despite facing the challenges of rising flood waters, ferry and road closures.

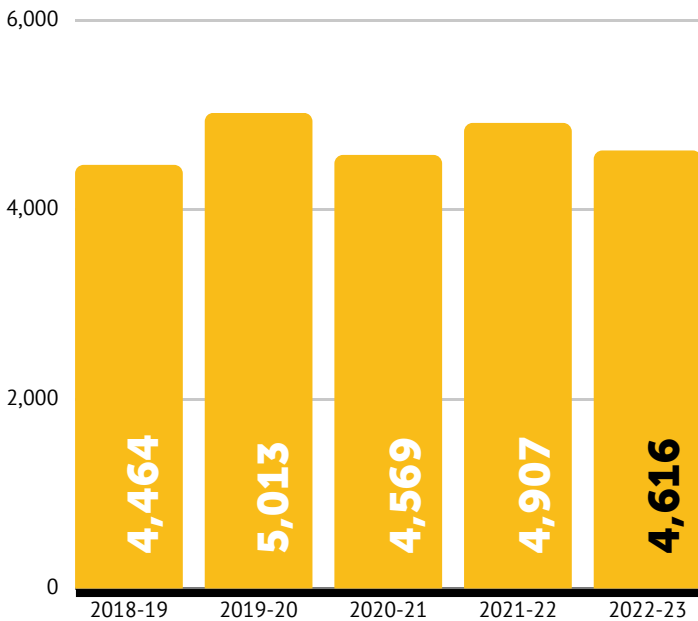
One such customer was a 98-year-old Mr B, who received his meal via a 70km round trip, due to the closure of the Lyrup Ferry. This is a wonderful example of how dedicated our volunteers are in ensuring no one goes hungry. We are so proud of these caring and passionate people who go above and beyond, showing unmatched resilience in times of hardship and adversity.

## **Connecting with the community**

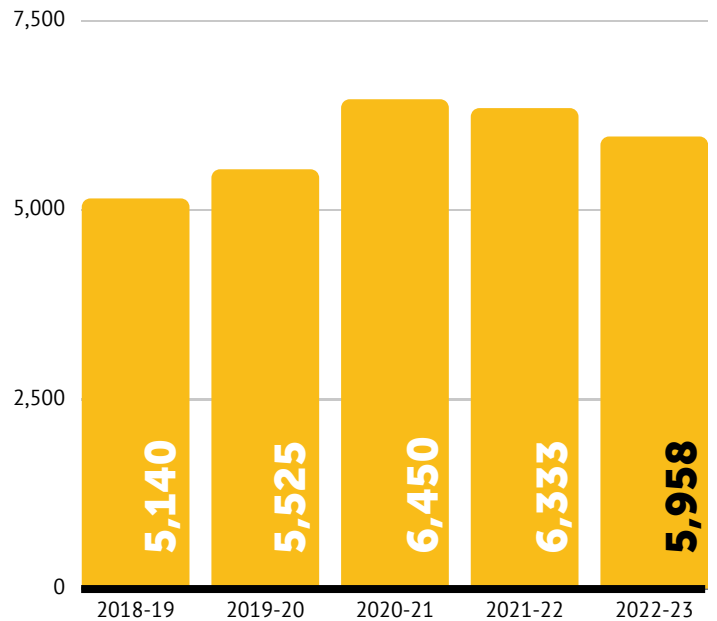
This year also brought increased engagement with the broader South Australian community, as well as the next generation of Meals on Wheels volunteers and supporters, through our marketing campaigns, University Ambassadors Program, fundraising initiatives and events, Intergenerational Playgroup and other programs.

# Our Activities

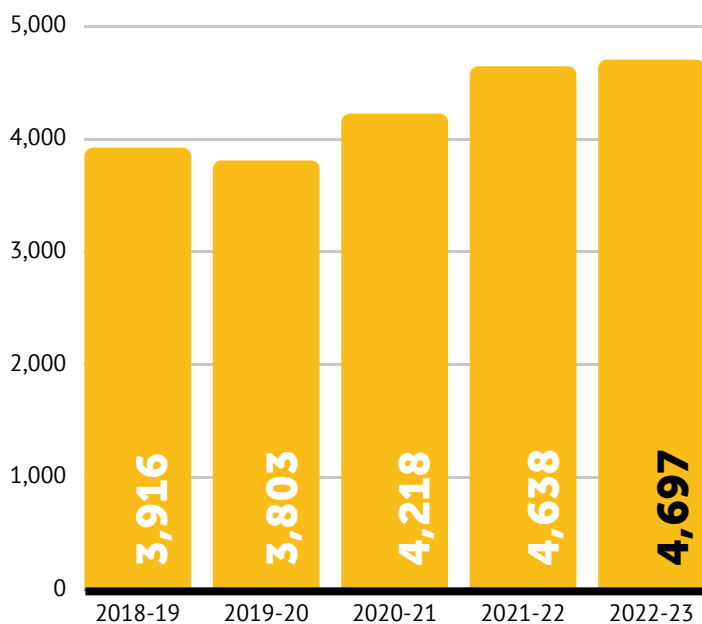
## Number of Customers Referred for Meal Services



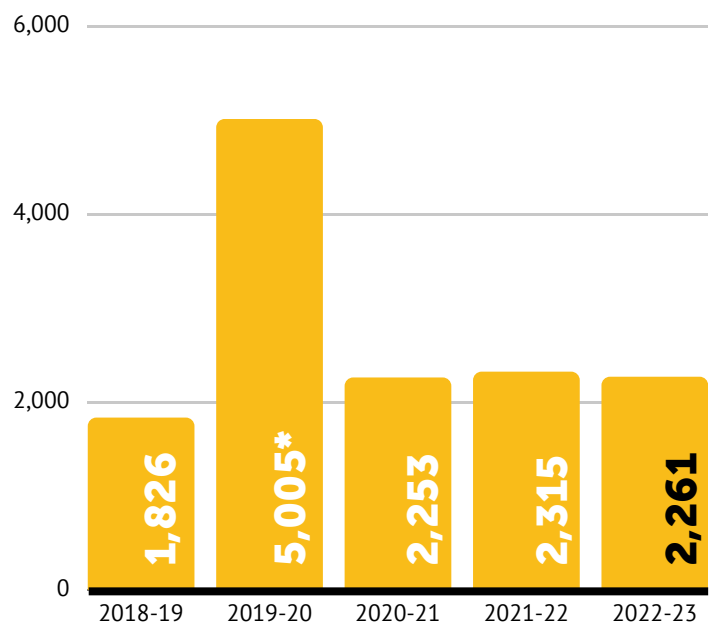
## Average Number of Active Customers Per Month



## Average Meals Per Day



## Volunteer Enquiries Per Year

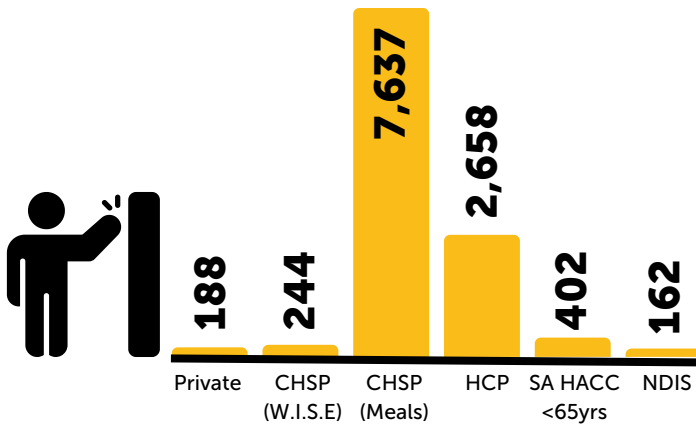


\*One year's worth of enquiries received within first few weeks of COVID-19

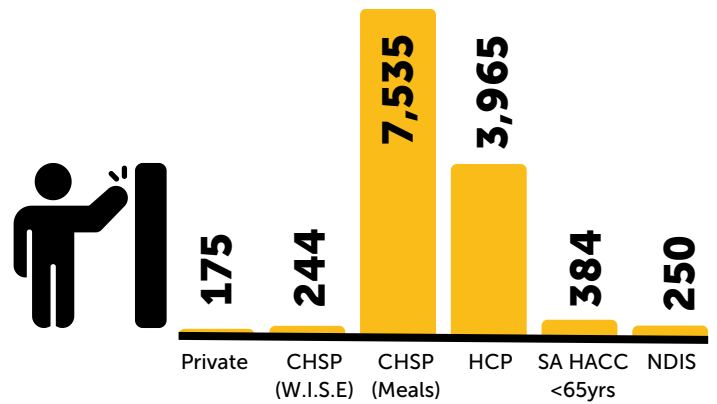
# '21 - 22

# '22 - 23

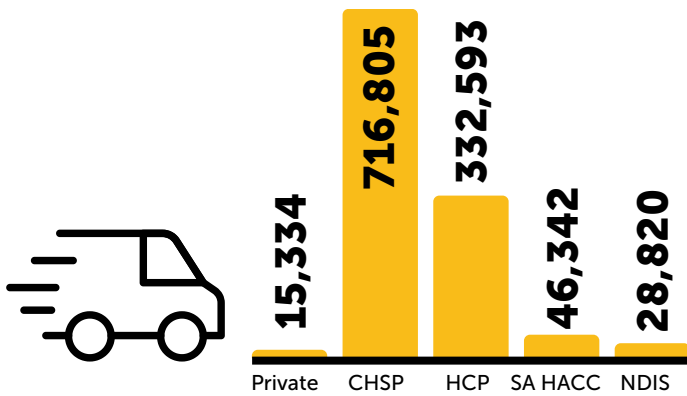
### 2021-22 Individual Customers by Program



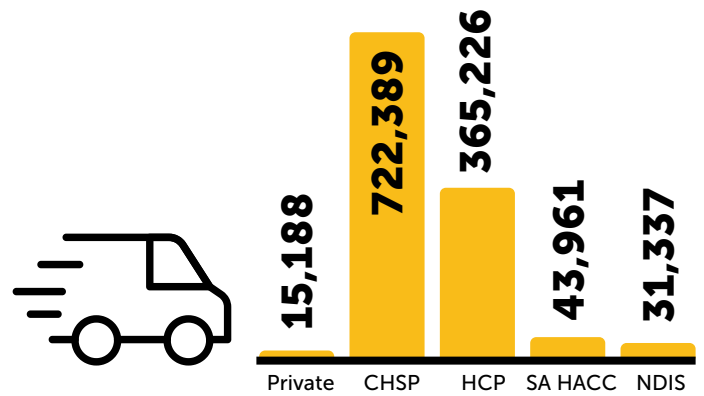
### 2022-23 Individual Customers by Program



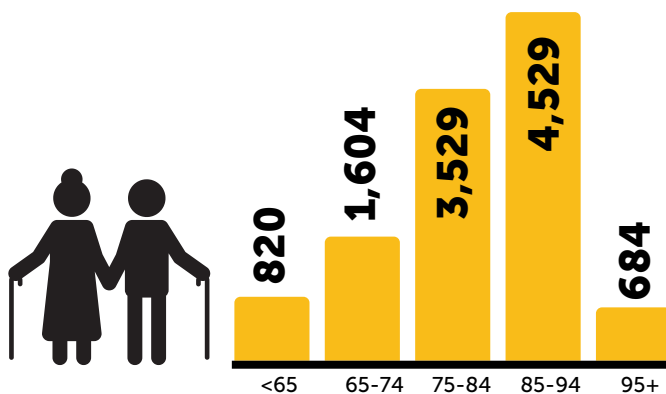
### 2021-22 Meal Services Delivered by Program



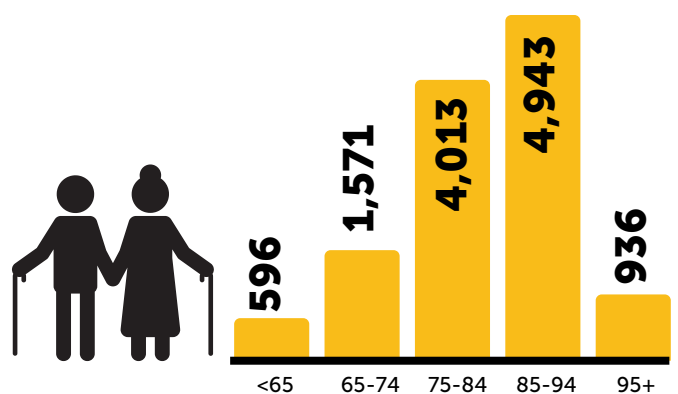
### 2022-23 Meal Services Delivered by Program



### 2021-22 Customer Age Groups



### 2022-23 Customer Age Groups



## Legend

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

# Our Impact

Customers who have been using our service for one year or more reported



**+26%**

Sense of community belonging when they knew the MoWSA volunteer very well



**+23%**

Sense of purpose when they knew the MoWSA volunteer very well



**+14%**

Increase of having good health overall



**+9%**

Meal enjoyment, looking forward to enjoying their meals each day



**+8%**

Belief in one's ability to live an independent life



**+6%**

Increase in adjusting one's lifestyle to improve health management

Volunteers who were with Meals on Wheels SA for five years or more reported



**+14%**

Increase in community connection and feeling part of a community.



**+11%**

Of having someone that encourages and praises you - words of affirmation



**+9%**

Of feeling less lonely or isolated



# Our Customer Feedback

## Most important benefits as a Meals on Wheels SA customer



**95%**

I receive a nutritious meal regularly



**94%**

Meals on Wheels SA fulfills its purpose to support South Australians



**93%**

Knowing Meals on Wheels SA would take action if they found me in a crisis or emergency situation



**83%**

I can afford good meals



**86%**

Strong overall satisfaction and likelihood to recommend



**74%**

Of customers recognise Meals on Wheels SA's influence on quality of life

## Strongest sentiment towards Meals on Wheels SA



**99%**

Meals on Wheels SA treats me with respect.



**97%**

Meals on Wheels SA staff and volunteers care about me



**96%**

Meals on Wheels SA are easy to communicate with



**Kevin Reid**  
President



**Sharyn Broer**  
CEO

## President and CEO Report

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Meals on Wheels™ SA (MoWSA) has provided essential community services to South Australians since 1954. Our longevity as an organisation reflects our shared commitment to service excellence and responsiveness to changing community and customer needs, while offering rewarding and satisfying volunteering activities and adapting to regulatory and other external changes.

Over the past year, MoWSA volunteers, staff, partner hospitals and other organisations have collectively helped more than 11,000 South Australians by providing 1,155,465 meal services and 2,787 hours of other support services delivered through My W.I.S.E. Choice. Though activity was again higher than the previous year, our growth has slowed to make sure that our branch and volunteer resources are not overloaded. We also continued to be mindful of the affordability of our service. These activities plus investment income and fundraising delivered a modest surplus of \$189,740.

Sustaining and improving overall customer satisfaction is a key strategic priority. We are determined to continuously improve the quality of our food and customer service and importantly, demonstrate and enhance customer care. This ensures that the people we aim to support, and their families, continue to place their trust in us – if our meals and services are not attractive, the benefits of our services will not be realised.

**“Helped more than 11,000 South Australians by providing 1,155,465 meals”**

Customer feedback is a vital source of information to help us improve. We invite this feedback at the time of service delivery and through surveys, service reviews, focus groups and a range of other channels. The Board and management monitors and acts on positive and negative feedback, along with incident reports, to identify trends and opportunities for improvement.

In 2022-23 we implemented a “Choice Menu” for frozen meals delivered by our kitchen-based branches. Customers had identified this as the most important action that we could take to improve their satisfaction. There were a few challenges at first, as we had partnered with another food producer to help ensure reliable supply of frozen main meals. Happily, these have been resolved with 80% of frozen meals prepared at our Hilton-based Cook Chill Production Facility by June 2023, following installation of two extra blast chillers. We have also had terrific feedback about our new range of summer salads and the variety in our seasonal standard diet menu.

Our My W.I.S.E. Choice program also helped more people during 2022-23. Our cooking skills groups have been very popular and participants are justly proud of their new culinary skills! It’s a great place to make friends and catch up, as are our many café clubs, pub lunches and other social activities. We are also working on ways to extend the social connection offered when we deliver meals to customers’ homes.

**“Sustaining and improving overall customer satisfaction is a key strategic priority”**



This year we added intergenerational programs to our activities. These programs are coordinated by MoWSA staff and University Ambassadors and delivered in partnership with early learning centres and play groups. The costs of running the programs are covered by grants, often provided by local councils, and other fundraising. The programs help to raise the profile of MoWSA in the community with groups of people who might not ordinarily come into contact with Meals on Wheels, and provide meaningful engagement for children and older adults within organised early learning settings. Join us on Facebook to see more about this program and our many other activities.

To ensure that the organisation's strategic direction remains current, the Board and management updated MoWSA's strategic priorities in early 2023. In addition to sustaining and improving overall customer satisfaction, and extending social connection opportunities within services to core customers, other new priorities are to forecast future demand for services and the organisation's capacity to respond, plan the optimal workforce size, skills and mix for those future needs, and successfully transition to new aged care system requirements that begin in 2023 and continue to 2025.

A theme underlying many activities and changes in 2022-23 is that of quality, safety and risk. We have implemented a number of changes to make sure that our organisation complies with the requirements of the Aged Care Quality Standards – imperative as more than 90% of customers are supported by a Commonwealth Aged Care Program.

These have included: strengthening our Incident Management System in preparation for the Serious Incident Response Scheme for in-home services, which began in December 2022; adding resources to complete customer care reviews within the necessary timelines; tightening oversight of clinical risks; reviewing processes to prevent a customer receiving the wrong meal; and overhauling how we manage food allergies. We have invested in testing and improving cyber security arrangements, and were pleased to remove the mandatory COVID-19 vaccination requirements once this was no longer a State Government direction.

## **"80% of frozen meals prepared at our Hilton-based Cook Chill Production Facility by June 2023"**

Riverland branches and Central Office were on high alert to minimise service disruptions during the River Murray floods, and our business continuity planning stood us in good stead, though was thankfully untested. While our food safety programs are mature and effective, a new Food Safety Standard operational from late 2023 adds the requirement for a trained Food Safety Supervisor to be available at every kitchen during food preparation activities.

As quality, safety and risk imperatives grow, it has become increasingly unreasonable to expect volunteers to hold ever more responsibility and accountability for day-to-day operational compliance. It has also made it more challenging to recruit and retain volunteers in coordination roles, with staff regularly stepping in to help. The Board has supported and invested in the deployment of part-time paid Branch Coordinators over the past four years. To relieve some pressure on Branch Committee members and ensure full compliance with the Food Safety Standards, the Board has made provision in the 2023-24 budget for a Branch Coordinator to be employed at every kitchen branch. A Branch Food Safety Coordinator was hired to help branches and Branch Support Officers, and there will be extra paid roles to keep up with customer reviews, incident reporting and management and quality systems.

Workforce planning, particularly sustainment of our invaluable voluntary workforce, is a continuing high priority. In 2022-23, our marketing efforts focused on promoting volunteering opportunities. We are evaluating the quality of the experience volunteers have at each step from enquiry to starting duties at a branch, to identify opportunities for improvement.

We need to make sure that volunteers and staff receive the training and resources necessary to do their duties safely and well. Consequently, we are improving inductions and re-inductions, and updating the Volunteer Handbook.

We were pleased to be able to show volunteers and staff how much they are valued through a range of reward and recognition events, including the Annual Movie Day, Awardee Luncheon and staff annual dinner. We have also started a MoWSA Advantage Program, with extra benefits for members of the MoWSA community.

We hosted many visitors at branches and Central Office during the year. Our Patron, Her Excellency the Honourable Mrs Frances Adamson AC, Governor of South Australia and her husband Mr Rod Bunten visited our Hindmarsh Branch in October 2022. They were extremely impressed by the professionalism of volunteers and staff preparing, plating, packing and delivering meals – so much so that Mr Bunten subsequently joined the Hindmarsh team as a volunteer deliverer! We thank them both for their patronage and support of our organisation. We also hosted a small delegation from Meals on Wheels Japan, celebrating our relationship of almost 40 years and learning about how government support for the Meals on Wheels model has declined in Japan, leading to expansion into food security services for children and single-parent families.

Meals on Wheels™ leaders from Tasmania and Western Australia, Federal Ministers, Senators and Members of Parliament visited branches and spoke with the Board and management, while state parliamentarians also showed their support at local events.

Independently and through our membership of Meals on Wheels Australia, MoWSA has actively participated in consultations about aged care system reforms. This has included feedback on the new Aged Care Quality Standards, regulatory framework, legislation and most importantly, the design of the new in-home aged care program dubbed Support at Home. These changes will impact how eligible customers find their way to MoWSA, the type and quantity of services they receive, the way services are delivered, the amount and method of payments from customers and government, and the obligations on the organisation, Board, staff and volunteers.

## **“Provide more than a meal to our thousands of customers and their families”**

Meals on Wheels Australia transitioned to a new company structure in June 2023. Our Chief Executive Officer’s five year term as President concluded, and she remains the MoWSA nominated Director on the MOW Australia Limited Board. Heather Richardson (Vice President Services) and Julie Bonnici (General Manager, Service Operations) had each served several years on the national Board and we greatly appreciate the professional way in which they represented MoWSA during their respective terms.

There have been some changes on the MoWSA Board, too. Firstly, at the Annual General Meeting the terms of Branch Representatives Gary Colquhoun (Enfield) and Jim Giles (Charles Sturt) concluded while Eleanor Wolf (Peterborough) was elected and Bill Coomans (President) and Richard Hearn (Elected Member) were re-elected to the Board. In April 2023, Bill Coomans retired as President and Chair of the Board after 15 years of voluntary service to MoWSA. We are extremely grateful for Bill’s leadership and were pleased to farewell him at a small celebratory dinner in his honour. The Board appointed Kevin Reid to the casual vacancy for the remainder of the term, with Alison Perrott appointed to the Vice President-Finances vacancy and Dr Natalie Luscombe-Marsh appointed to the vacant Elected Member position.

In June 2023, co-opted member Ellie Hamilton retired after 7 years of service to the Board. Ellie brought an energetic risk, project management and legal lens to Board discussions and served on or chaired several Board Committees, making a valuable contribution.

In closing, we warmly and sincerely thank all volunteers, Branch Committees, staff, managers and Board members for their commitment and efforts throughout the year. You truly provide more than a meal to our thousands of customers and their families and your impact is immense.





**Alison Perrott**  
**Vice President**  
**Finances**

# Vice President Finances Report

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I was honoured to be appointed as the Association's Vice President Finances earlier in the year and I'm pleased to present my first report to you.

The budget for FY23 was set under very different circumstances to the prior year. Whilst the COVID 19 pandemic appeared to have peaked, it had left a significantly inflated economy created by supply chain issues and a tight employment market.

We were aware that our customers were being impacted by the emerging 'cost of living crisis' and that meant we made the deliberate decision to curtail meal service price increases despite greater cost increases. Overall, we budgeted for cost increases in the range of 5% to 10% - examples being ingredients, driver allowances and salaries.

**"A total of 1,155,465 meals delivered"**

In addition, further regulation required us to increase the number of branch co-ordinators and employ a board secretary/legal compliance officer. As a result, we budgeted for an operating loss of \$118K, after depreciation and amortisation of \$1.5m. We expected investment and other income of \$574K to deliver an overall surplus of \$456K.

However, lower than budgeted meal service delivery revenue and higher production and other expenses delivered an operating loss of \$481K. This was offset by investment income and donations which delivered an overall gain of \$190K before unrealised gains on our investment portfolio.

Our investment portfolio has been positively and negatively impacted by market volatility over the past three years. In FY21 we reported an increase in the value of our portfolio of \$1.1m. Much of that surplus was eroded by unrealised losses in FY22 of \$842K. Fortunately, improved market conditions resulted in an unrealised gain on our portfolio for FY23 of \$353K. The value of our portfolio is further increased by the reinvestment of funds (dividends) received. Members can be assured that the Board is focussed on maintaining the value of our investments. We have a prudent investment policy and we receive regular external investment advice, which has seen our portfolio achieve above market benchmark returns.

Our primary purpose as an organisation is to deliver meals to our customers (including vital social connection and wellbeing checks), and it is pleasing to report total income from meal services of \$22.6m compared to \$21.6m in FY22.

The number of meals delivered per day was up 1.3% with a total of 1,155,465 meals delivered. This was a solid outcome and we have now seen three years of increasing meal sales.

The vast majority of our customers are eligible for Commonwealth or State Government support to reduce the cost of their meal services. The revenue from this support increased \$1m to \$12.7m, while total customer payments reduced \$60K to \$10.2m.

I would once again like to highlight one of the most important elements of our organisation, our volunteers. Volunteers produced half and delivered all of the meal services provided to our customers, other than those enjoyed in our social meal groups. Without you, our volunteers, customer contributions would be much higher and unaffordable for some. Where our current service prices are too high for more vulnerable customers, we do provide fee waivers.

The overall surplus for the year includes public and branch donations, including proceeds from fundraising, of \$230K, reflecting an increase on FY22 and highlighting the generosity of our volunteers and our communities.

I am pleased to report that our Hilton production facility is now operating at a consistent level, thanks to a great deal of work by our production management. However, this has not been without its challenges and we continue to look for ways to improve our output and maintain adequate inventories to guard against unexpected supply issues. We have invested in new and more 'fit for purpose' equipment which has proved to be beneficial for the Association.

## "Total equity reaching \$42m"

The Association's financial position remains strong with total equity reaching \$42m at 30 June 2023. Much of this is, of course, invested in our kitchens and other production and delivery assets.

At 30 June 2023 we held \$4.6m in cash and cash equivalents and \$9.4m 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.

*"[Meals on Wheels] has made a great impact on my life. You have taken away my anxiety and my health is improving. It gives me something to look forward to every day"*



# Summary Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2023\*

	2023	2022
	\$	\$
Revenue	22,900,472	22,024,123
Other Income	713,135	639,105
Expenses	(23,349,437)	(20,897,828)
Gain/(Loss) on Disposal of Property, Plant & Equipment	(74,430)	(86,369)
Gain/(Loss) from Remeasuring Financial Assets at Fair Value	352,987	(842,517)
<b>NET SURPLUS FOR THE YEAR</b>	<b>542,727</b>	<b>836,514</b>
<b>TOTAL OTHER INCOMPREHENSIVE INCOME FOR THE YEAR</b>	<b>-</b>	<b>-</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>542,727</b>	<b>836,514</b>

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

*"It has given me extra time to pursue my hobby of family history and finish a biography of [my] Dad"*





# Summary Statement of Financial Position

At 30 June 2023\*

	2023	2022
	\$	\$
Total Current Assets	6,271,748	5,705,397
Total Non Current Assets	37,750,358	37,484,504
<b>TOTAL ASSETS</b>	<b>44,022,106</b>	<b>43,189,901</b>
Total Current Liabilities	2,006,205	1,699,697
Total Non Current Liabilities	52,491	69,521
<b>TOTAL LIABILITIES</b>	<b>2,058,696</b>	<b>1,769,218</b>
<b>NET ASSETS</b>	<b>41,963,410</b>	<b>41,420,683</b>
<b>EQUITY</b>		
Retained Surplus	39,085,926	38,543,199
Asset Revaluation Reserve	2,877,484	2,877,484
<b>TOTAL EQUITY</b>	<b>41,963,410</b>	<b>41,420,683</b>

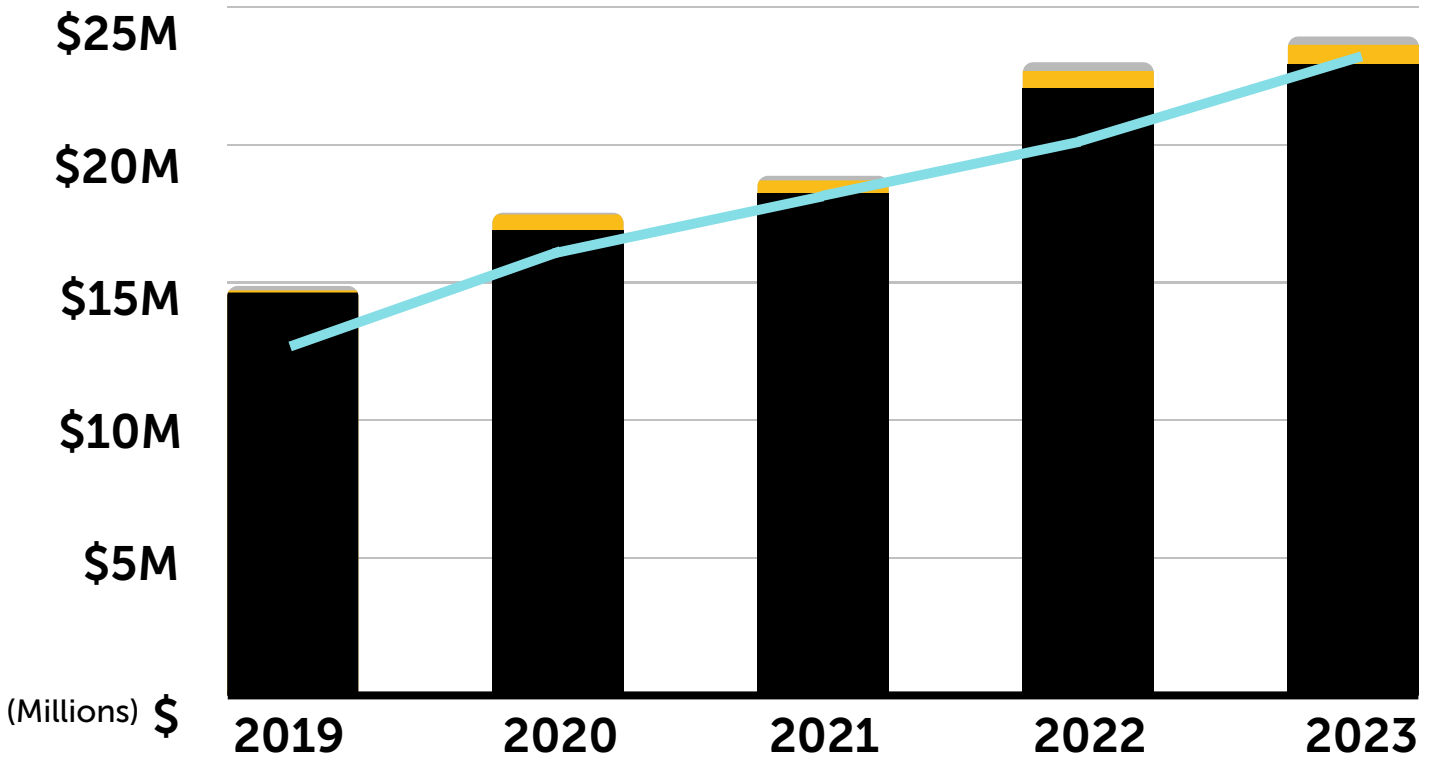
\*Summary of data presented in the audited financial statements, available from Meals on Wheels (SA) Inc and published on the Australian Charities and Not-for-profit Commission website.

*"Receiving meals in the ready to eat format has meant that I can keep living in my own home"*



# Total Income and Expenditure

Last 5 Years



Operating Income



Other Income



Investment Income reinvested

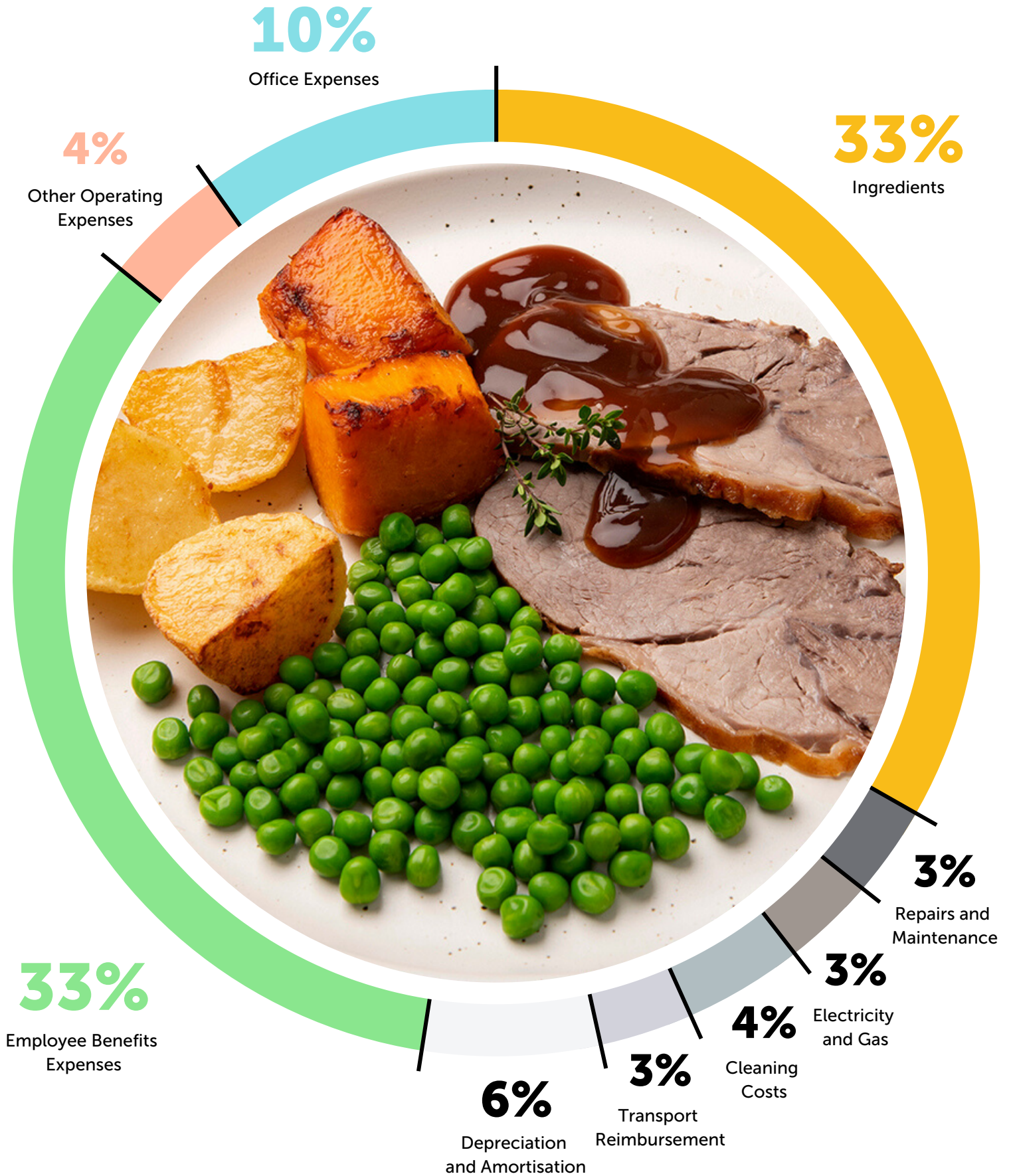


Expenses

*"With a wrecked shoulder and arthritis, relief from preparations of meals is appreciated"*

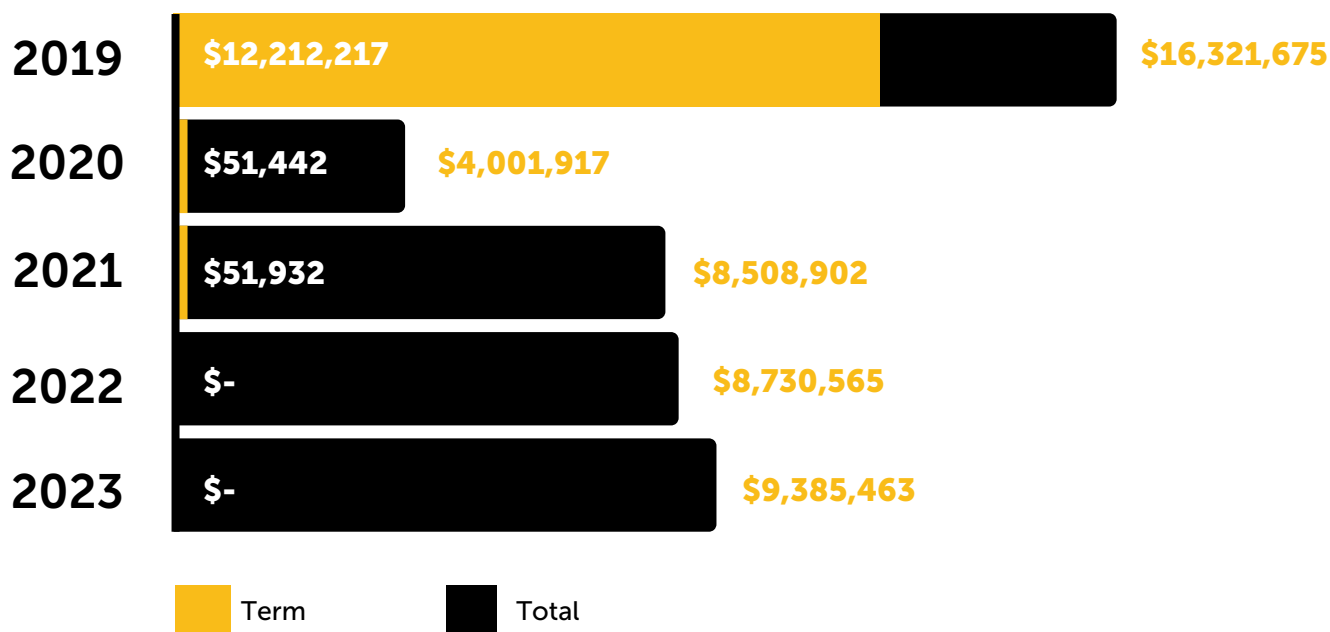


# Expenditure 2022-23



# Investment

Last 5 Years



*\*Capital investments were drawn down to fund the Hilton property development from 2018 - 2020*

# Donations

Lynch Meyer	\$500.00
Various Others	\$799.00
Donations <\$500	\$847.92
L A Ward	\$1,000.00
The Hancock Charitable Foundation	\$3,137.29
Australian Unity	\$3,500.00
Meals on Wheels (SA) inc. website	\$4,401.00
In Memoriam - Vittorio Gregori	\$5,125.00
Donations - Drivers and Branches	\$63,555.09
Bequest - John Rondello	\$145,203.12
<b>Total Donations</b>	<b>\$228,068.42</b>

# Delivered Meals

For the year ended 30 June 2023

Branch	Meal Type	Total 12 Months	Daily Avg.	Meals Served Since Inception
Ardrossan	O	2,164	9	96,453
Balaklava	O	2,205	9	192,333
Barossa Valley	CC	10,947	45	620,677
Beachport	CC	1,056	4	7,302
Berri	O	4,882	20	380,382
Blackwood	CC	16,173	66	348,329
Boomeroo Centre	O	2,064	8	151,170
Brighton	K	35,029	142	2,133,145
Burnside	K	25,736	105	1,602,512
Burra	O	1,353	6	151,917
Campbelltown	CC	39,273	160	1,256,686
Ceduna	O	1,992	8	126,237
Christies Beach	K	74,862	304	1,972,300
Clare	O	3,439	14	276,425
Copper Triangle	K	23,115	94	534,043
Cowell	O	594	2	76,937
Crystal Brook	O	1,405	6	218,042
Cummins	O	1,228	5	103,945
Edwardstown	K	27,142	110	1,739,949
Enfield	K	18,399	75	1,199,599
Charles Sturt	K	34,590	141	1,135,079
Gawler	K	23,775	97	911,187
Gilbert Valley	O	1,936	8	188,558
Glenelg	K	26,787	109	1,700,412
Hallett Cove	CC	18,262	74	345,353
Hamley Bridge	O	394	2	54,313
Happy Valley	CC	42,115	171	605,125
Henley & Grange	K	34,665	141	1,751,367
Hindmarsh	K	25,596	104	1,489,396
Jamestown	O	3,048	12	214,518
Kapunda	O	3,799	15	50,975
Laura & Districts	O	1,678	7	150,275
Maitland	O	1,685	7	120,410
Mannum	O	2,270	9	202,913
McLaren Vale	O	5,684	23	161,590
Meadows	CC	1,442	6	52,071
Milang	CC	1,403	6	25,747
Millicent	O	6,086	25	186,846
Minlaton	O	771	3	54,902
Mitcham	K	42,179	171	2,043,691
Modbury	CC	45,311	184	1,117,460
Morgan	O	1,166	5	72,266
Mount Barker	CC	19,561	80	558,065

Branch	Meal Type	Total 12 Months	Daily Avg.	Meals Served Since Inception
Mount Gambier	K	33,320	135	1,362,037
Murray Bridge	O	15,138	62	985,977
Naracoorte	O	4,896	20	194,980
Northfield	CC	51,422	209	750,497
Norwood	K	28,697	117	1,439,053
Onkaparinga Valley	CC	7,058	29	287,587
Orroroo	O	1,600	7	30,586
Peterborough	O	2,766	11	242,395
Playford	CC	40,738	166	855,026
Port Adelaide-Osborne	K	41,445	168	2,032,160
Port Augusta	O	5,261	21	686,967
Port Broughton	O	2,969	12	142,720
Port Lincoln	O	15,604	63	792,912
Port Pirie	K	16,321	66	1,071,928
Prospect	K	16,624	68	1,190,281
Quorn	O	1,900	8	107,582
Renmark	K	14,517	59	680,772
Salisbury	K	54,969	223	1,475,409
Snowtown	O	1,215	5	109,934
Southern Yorke Peninsula	O	1,476	6	111,056
Stansbury	O	643	3	48,746
Stirling & District	K	10,946	44	591,387
Strathalbyn	CC	7,509	31	299,310
Streaky Bay	O	1,727	7	161,621
Tailem Bend	CC	1,132	5	123,575
Tintinara	CC	20	0	8,742
Tumby Bay	O	7,428	30	235,869
Two Wells	CC	2,987	12	47,523
Victor Harbor	K	33,070	134	1,023,962
Waikerie	K	8,286	34	364,606
Warradale	K	36,953	150	1,276,788
West Torrens	K	24,614	100	1,391,788
Whyalla	O	12,138	49	673,958
Willunga	O	3,552	14	66,110
Wudinna	O	3,061	12	71,797
Yankalilla	K	6,202	25	225,940
Inactive Branches				7,915,662
<b>Total</b>		<b>1,155,465</b>	<b>4,697</b>	<b>55,458,146</b>

## Notes:

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

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 Harbor produces meals for Goolwa & Districts Branch.  
Walleroo and Kadina Branches now supplied by Moonta Branch.  
Barossa Valley meals are now prepared by the Hilton Cook Chill Facility and heated by the Tanunda Lutheran Homes.

# Our New Initiatives

## Intergenerational Playgroups

2023 has seen the start of a delightful new program at Meals on Wheels SA - Intergenerational Playgroups. This program meets three of our 2022-23 Objectives; creating more social connection opportunities, building the 'MoWSA' Community, and attracting more great people.

Evidence suggests that Intergenerational Programs provide older adults with a sense of purpose, enhancing their dignity, improving their social outcomes, and improving their physical health and mobility. These attributes can encourage and assist older people to remain living in their home for longer. In the context of its service mission, this is why Meals on Wheels SA has committed to trialling such programs.

All of our intergenerational playgroups are based on the recently developed National Framework for Intergenerational Practice which ensures that intergenerational programs are planned and implemented using evidence-based practice. They encompass Principles, Practices and Outcomes augmented from the Early Years Learning Framework and well-being support frameworks used in the Aged Care sector and are also linked to the Aged Care Quality Standards.

Each of our programs have been integrated into existing playgroup sessions, which are held weekly at various locations. Each session is mostly unstructured, allowing participants to build relationships naturally. However, there is a different learning-based activity offered each week which participants are encouraged to engage in and are assisted by MoWSA volunteers and facilitators.

Each activity is based around the following developmental areas:



Intellectual/cognitive



Physical



Social

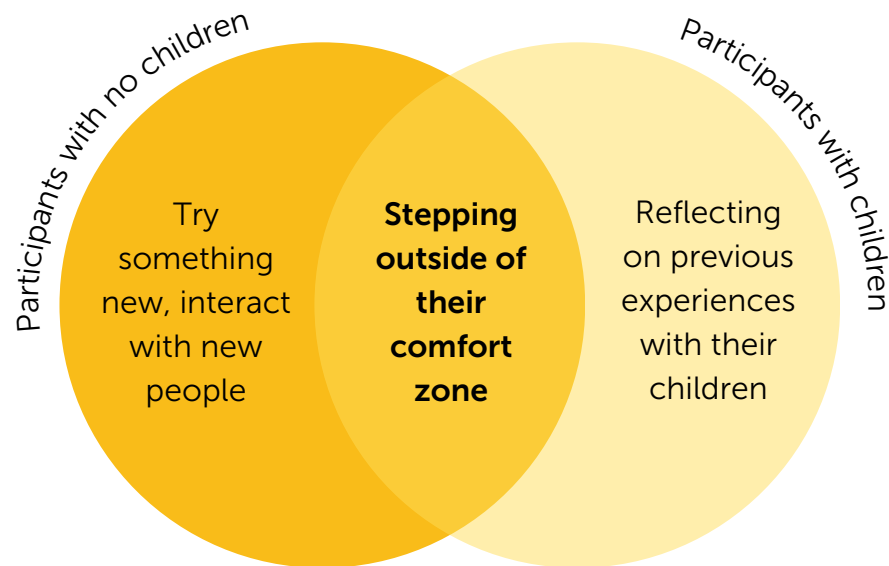


Psychological and emotional



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





The purpose of the intergenerational playgroup program is to provide all participants with opportunities to share their experiences and skills and learn from one another. Intergenerational connections have been shown to promote brain function and social inclusion in both young and old generations. The issue of social exclusion, which has led to depression and a sense of worthlessness in many older adults, has become a significantly increasing problem, mostly due to the rise in segregated living, and the emergence of COVID-19. Intergenerational playgroups attempt to combat these negative impacts by facilitating social connections with younger generations, primarily children aged 0-5.

Through becoming involved in an intergenerational playgroup, the older participants are encouraged to engage with the other participants through learning-based activities. The presence of these activities, which are designed to facilitate social and learning development in the child participants, allows the older adults to support and assist these children.

Starting with a pilot program held in Term 1 of 2023 at St Margaret's Kindergarten, the program has been so successful that it has resulted in a partnership with Playgroup SA. In June 2023, we had two ongoing playgroups at St Margaret's Kindergarten and Immanuel Early Learning Centre, and plans for 6 more in the next two terms. By the end of 2023, we will have engaged with 110 older friends, an average of 310 families, and 11 new volunteers, all who will have benefited from being part of this amazing program.



# Our New Initiatives

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## Compostable Soup Cups

Australians throw out 2.7 million single-use or disposable coffee cups every single day, equating to up to 1 billion coffee cups every year!

In a move that will help to improve the impact of our service on the environment, our delicious soups are now being served in biodegradable cups. These compostable cups and their lids can be easily disposed of in the compost or green waste bin - you don't even need to rinse them out.

This project has been in the making for over 18 months, and has been a result of both customer feedback and the desire to help the environment. Branch Support Manager, Kevin Cunningham is pleased to see Meals on Wheels SA doing its part in reducing waste, while meeting one of our 2022-23 objectives of customer experience improvements.

"Meals on Wheels SA is thrilled to be able to supply all branches across the state with the biodegradable soup cups from Future Friendly Packaging," he says.

"As an organisation, it is important we do whatever we can to reduce our environmental footprint. These cups, made from renewable bamboo paper and a natural polymer lining allow us to keep food packaging waste low for our customers."

"We experienced a few teething issues at the initial roll-out with the compostable lids sticking to the cups, but these defective lids have been recalled and we have now been resupplied with new ones and are on track."

The introduction of this biodegradable packaging aligns with the State Government's move to phase out single-use plastic food and beverage containers from September 2024.

The Meals on Wheels SA team will now turn its focus to searching for an eco alternative to our plastic dessert containers.

As an organisation, we are pleased we can contribute to a better future for our planet.





# Our New Initiatives

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## Branch Food Safety Coordinator



Meals on Wheels SA is committed to providing safe, quality and nourishing food to our customers, delivered with trusted social connection and always an eye on customer well-being. The brand new role of Branch Food Safety Coordinator was established to:

- Ensure the integrity of the Meals on Wheels Food Safety Program including systems and procedures for receiving of product, preparation and delivery of meals, equipment maintenance, cleaning and sanitation, pest control, and recall management.
- Raise and maintain awareness of the critical importance of food safety.
- Oversee the implementation of new Food Safety Legislation across MoWSA branches.
- Guarantee the uniformity and impartiality of internal audits conducted on existing procedures.

As part of our 2022-23 objective of Workforce Planning, this role prominently features a training component, primarily involving the introduction of new training initiatives for MoWSA staff and volunteers. These initiatives aim to equip them with the necessary skills to excel in their respective roles.

Furthermore, the role assumes responsibility for managing the MoWSA Food Safety Program from our Branch Support Officers, and is currently engaged in the process of revising sections of the program's documentation.

This support enables Meals on Wheels to continue to deliver affordable, customer focussed, high quality meals and in doing so, assists people to continue to live successfully in the community.

*"Due to medical reasons, I never feel hungry so don't feel the need to cook, so used to graze on the wrong foods - Meals on Wheels ensures that I have a balanced meal"*

# Japan Visit

## April 2023

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During the week of 17-21 April we had the honour of hosting a delegation from Meals on Wheels Japan.

Meals on Wheels SA and Meals on Wheels Japan have had a close relationship since their first visit to Australia for the Japan-Australia Symposium in 1985. The following year Meals on Wheels Japan (formerly known as Meals for the Aged Liaison Committee) was established as a liaison organisation. Since then, SA and Japan have stayed in regular contact, with visits to both countries happening over the years.

Meals on Wheels Japan also runs as a not-for-profit. They have many partners working all over Japan providing meals and supporting local start-ups and sustainable operations. They are also cooperating not only with support activities, but with various associations like ministries, local governments, councils, companies, intermediary organisations etc. They operate via customer input (800 yen per meal), donations, private foundation grants and subsidy from national and local government.

However, MoW Japan have taken a very different direction since 2019 according to the needs of their population and as a result of the COVID-19 pandemic, focusing their efforts on “Komodo Shokudo (Children’s Cafeterias) Support Systems” and launching Meals on Wheels Logistics System (MOWLS). MOWLS in 2020, which accelerates cooperation amongst support groups, administrations and companies so that those affected by the COVID-19 pandemic and in need of food support, such as children of single parent families and older people can receive donations from companies. Now, 37 primary logistic sites accept food aid, and 76 regional hub sites distribute them to community groups throughout Japan. So far, in cooperation with other intermediaries in Japan, a total of 500 tons of food have been donated to about 1,800 groups through MOWLS.

During their time here, MoW Japan CEO Kakuji Hirano, MoW Japan Board Member Hiroyuki Shimizu and MoW Japan Officer Yuri Ito had a tour of the new Hilton facility, met with OzHarvest and Foodbank, attended (and assisted!) with a kitchen shift at Hindmarsh MoW, met with the Board of both MoW Australia and MoWSA, participated in a W.I.S.E Cooking Group at Edwardstown MoW, as well as visiting local institutions like the Adelaide Central Market, Tanunda and Jacob's Creek Winery, an Indigenous cooking experience with Australian Native Food Co, Melba's Chocolate Factory, The Cedars and Beerenburg Farm for afternoon tea! Many evening meals were spent with the MoWSA Executive Leadership team, including a traditional Aussie BBQ hosted by Julie Bonnici and her family.



# Scone Off

## May 2023

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The 30th of May was National Scone Day, and we thought what better way to celebrate than with a Scone Off!

Scones are a time honoured tradition at Meals on Wheels branches - many of them cook up a batch of scones for their morning tea break. Knowing how proud our kitchens are of their scone recipes, we invited all kitchens to participate in the Scone Off, with 10 branches taking up the challenge; Burnside, Charles Sturt, Christies Beach, Henley and Grange, Hindmarsh, Port Adelaide-Osborne, Prospect, Salisbury, Warradale and West Torrens.

We had 8 entrants into the sweet/plain category, and 7 into the savoury category, and even some in both. Branches used all kinds of different recipes including such things as panchetta, mustard, lemons, and blueberries, with Salisbury even making their own Blueberry and Yuzu jam.

A long and arduous blind tasting process was undertaken by our panel of illustrious judges; Sharyn Broer (MoWSA CEO), Garry Webster (MoWSA Hilton Head Chef), Peter Goers OAM (ABC 891 evening presenter/Advertiser columnist), Jessica Galletly (Advertiser Head of Lifestyle, Food and Wine) and Will McDonald (Channel 9 news presenter/former MoWSA Mitcham volunteer).

A huge congratulations goes to Mavis and Heather at Burnside Meals on Wheels who swept the competition, taking away top gong in both categories! Mavis walked away with two trophies and a \$100 gift card to buy her branch morning tea, not to mention the absolute honour of being the inaugural Meals on Wheels Scone Off victor and having bragging rights for the next year.



# Branch Service Milestones

July 2022 - 30 June 2023  
(Years)

65

Prospect

60

Burnside  
Mt Gambier

55

West Torrens

45

Onkaparinga  
Valley

40

Cowell

35

Tintinara

30

Hallett Cove

15

Orroroo

5

Beachport

# Meal Delivery Milestones

**July 2022 - 30 June 2023**

**(Since Inception)**



**Port  
Adelaide  
Osborne**



**Victor  
Harbor**



**Northfield**



**Booleroo  
Centre**



**Laura &  
Districts**

# Service Awards

The following Awardee list is in alphabetical order by Branch.

The Awardee list is for the 2022 calendar year.

## 50 YEARS

Beryl "Joan" Lindner	BAROSSA VALLEY
June Wray	CAMPBELLTOWN
Doris Crain	CHRISTIES BEACH
Mavis Frost	COPPER TRIANGLE
Roma Rayner	COPPER TRIANGLE
Norma Martin	NORTHFIELD

## 45 YEARS

Stephanie Smith	MODBURY
Glenice Bourne	NARACOORTE

## 40 YEARS

Barbara "Elizabeth" Launer	CLARE
Shylie Koch	COPPER TRIANGLE
Elaine "Wendy" Hornhardt	COWELL
Barbara Russell	CRYSTAL BROOK
Carmel Sheehan	CUMMINS
Kay Daley	JAMESTOWN
Julie Holmes	JAMESTOWN
Jennifer Loveridge	LAURA & DISTRICTS
Kaye Roberts	NARACOORTE
Beth Sandland	PETERBOROUGH
Josephine Van Roekel	PORT PIRIE

## 35 YEARS

Carla Baer	CAMPBELLTOWN
Pat Bruce	GILBERT VALLEY
Bev Hannaford	GILBERT VALLEY
Julie Przibilla	GILBERT VALLEY
Margaret Jones	GLENELG
Annette Sneath	MILLICENT
Beverly Moxham	MORGAN
Gillian Altorf	MOUNT GAMBIER
Dianne Wighton	MOUNT GAMBIER
Sandra Walding	MURRAY BRIDGE
Barbara Haylock	PORT PIRIE
Elizabeth (Mary) Francis	QUORN

## 30 YEARS

Gillian Daebler	BLACKWOOD
Jeanette Kilgour	BLACKWOOD
Phyl Whiteway	BLACKWOOD
Nola Elson	BRIGHTON
Rocco Spinella	BRIGHTON
Susan Hunt	BURNSIDE
Susan Perks	BURNSIDE
Wendy Venning	COPPER TRIANGLE
Gillian McKenzie	CRYSTAL BROOK
Lois Crisp	GLENELG
Faye Ross	HAPPY VALLEY
Jenny Young	JAMESTOWN
Pamela Fennell	MILLICENT
Gloria Humphris	MODBURY
Roger Humphris	MODBURY
William Edmonds	PT ADELAIDE OSBORNE
Wendy Benn	PORT PIRIE
Loraine Pumpa	QUORN
Marie Pearce	RENMARK
Suzanne Gates	SNOWTOWN
Pamela Duncan	TWO WELLS
Judi Frost	TWO WELLS
Deidre Denny	WARRADALE
Pamela Rippin	WARRADALE
Gerda Schreuder	WARRADALE
Caryl Oberthur	WHYALLA

## 25 YEARS

Irene Greig	ARDROSSAN
Margaret March	BALAKLAVA
Ann Auld	BAROSSA VALLEY
Judi James	BRIGHTON
Rosalie Tamblyn	BRIGHTON
Sally Noble	CAMPBELLTOWN
Neville Smallacombe	CHRISTIES BEACH
Mary "Pauline" Woods	COPPER TRIANGLE
Pauline McLeod	CRYSTAL BROOK
Maria Costanzo	EDWARDSTOWN
Maxine Chenoweth	GAWLER
Kath Lock	GILBERT VALLEY
Norman Jones	HAPPY VALLEY
Kaye Todoric	HAPPY VALLEY
Raelene Crawford	LAURA & DISTRICTS
Wendy Clogg	LAURA & DISTRICTS
Ray Builis	MODBURY
Chloe Byrne	MODBURY
Kathryn "Jenny" Coates	MOUNT BARKER
Chris Bown	MURRAY BRIDGE
Joy Schulz	MURRAY BRIDGE
Jillian Bedworth	NARACOORTE
Vi Copeland	ONKAPARINGA VALLEY

Maureen Juers  
Vicki Silvestri  
Stuart Bannigan  
Trevor White  
Carmel Reid  
Monica Brazzalotto  
Julie Clamp  
Beverley Brock  
Janet Hill  
Fran Lewis

## 20 YEARS

Jo May  
Kath Bell  
Rex Bell  
Tammy Falkenberg  
Judith Rosenzweig  
Tom Bickerton  
Jill Peters  
Graham Smalley  
Catherine Carey  
Rosalind Koch  
David Carpenter  
Sue Potter  
Carol Shaw  
Howard Wood  
Lyn Wood  
Bev Fleming  
Val Francis  
Brenda Simmons  
Kay Wurst  
Maralyn Elliss  
Robert Klingberg  
Rosalie Wildman  
Cathy Kerin  
Marilyn Maloney  
Bev Hersey  
Rodney Thompson  
Deborah Roffe  
Sandra Gibb  
Joylene Lange  
Judy Davies  
Denice Karutz  
Don Karutz  
Jan Treloar  
Elizabeth Hunt  
Dennis Potter  
Ann Amey  
Phillip Cox  
Isobel Harry  
Charlie Kotkowich  
Frances Scobie

ONKAPARINGA VALLEY  
ONKAPARINGA VALLEY  
PLAYFORD  
PORT AUGUSTA  
QUORN  
SALISBURY  
STIRLING  
WARRADALE  
YANKALILLA  
YANKALILLA

BALAKLAVA  
BAROSSA VALLEY  
BAROSSA VALLEY  
BAROSSA VALLEY  
BAROSSA VALLEY  
BLACKWOOD  
BLACKWOOD  
BLACKWOOD  
BOOLEROO CENTRE  
BOOLEROO CENTRE  
BRIGHTON  
BRIGHTON  
BRIGHTON  
BRIGHTON  
BRIGHTON  
BURRA  
CHRISTIES BEACH  
CHRISTIES BEACH  
COPPER TRIANGLE  
COPPER TRIANGLE  
COWELL  
COWELL  
CRYSTAL BROOK  
GAWLER  
GLENELG  
HENLEY & GRANGE  
HINDMARSH  
JAMESTOWN  
LAURA & DISTRICTS  
MAITLAND  
MAITLAND  
MAITLAND  
MANNUM  
McLAREN VALE  
McLAREN VALE  
MITCHAM  
MITCHAM  
MITCHAM  
MITCHAM  
MITCHAM

Patricia Geisler  
Frances (Grace) Allison  
Marie Richards  
Herbert "Bill" Dunthorne  
Marleen Dunthorne  
Maureen Kennett  
Yolette Koch  
Cheryl Milich  
Rodney "Lee" Morris  
Rosemary Murtagh  
Judith Golding  
Laurel Milner-Schlinke  
Yvette Scott  
Pamela Mary Morgan  
Lee-Ann Shinnick  
Geoff Voigt  
Angela Hern  
Cathy Edmonds  
Barry Braund  
Maureen Braund  
Pam Murdock  
Linda Warren  
Valerie Caldwell  
John Stoddard  
Richard Temple  
Sue Bates  
Peter Hocking  
Annette Cameron  
Valmai Webb  
Lynette Nitschke  
Chris Pickett  
David Glanfield  
Christine Keogh  
Margaret Lea  
Pamela Smith  
Peter Slaven  
Jenny Watts  
Peter Watts

## 15 YEARS

Bill Coomans  
Klaus Bachmann  
Carol Rowntree  
Claire Winton  
Trevor Button  
Sharyn Collins  
Dirk Meertens  
Colleen Jones  
David Beck  
Denis Harper  
Christine Mudge  
Colin Nottle

MODBURY  
MOUNT GAMBIER  
MOUNT GAMBIER  
MURRAY BRIDGE  
MURRAY BRIDGE  
MURRAY BRIDGE  
MURRAY BRIDGE  
MURRAY BRIDGE  
NARACOORTE  
NORWOOD  
ONKAPARINGA VALLEY  
ONKAPARINGA VALLEY  
PORT AUGUSTA  
PORT AUGUSTA  
PORT AUGUSTA  
PORT PIRIE  
REMARK  
S.Y.PENINSULA  
S.Y.PENINSULA  
S.Y.PENINSULA  
S.Y.PENINSULA  
STANSBURY  
STIRLING  
STIRLING  
STRATHALBYN  
STRATHALBYN  
TUMBY BAY  
TUMBY BAY  
WAIKERIE  
WAIKERIE  
WARRADALE  
WARRADALE  
WEST TORRENS  
WEST TORRENS  
WHYALLA  
WHYALLA  
WHYALLA

BOARD PRESIDENT  
ALDINGA  
ARDROSSAN  
ARDROSSAN  
BAROSSA VALLEY  
BAROSSA VALLEY  
BAROSSA VALLEY  
BERRI  
BLACKWOOD  
BLACKWOOD  
BLACKWOOD  
BOOLEROO CENTRE

Beryl Roocke	BOOLEROO CENTRE	Lidia Binkowski	HENLEY & GRANGE
Jeanette Roocke	BOOLEROO CENTRE	Helen Frost	HENLEY & GRANGE
Debra Barton	BRIGHTON	Therese (Terry) Hubber	HENLEY & GRANGE
Helen Davies	BRIGHTON	Josephine "Helen" Seretis	HENLEY & GRANGE
John Mayes	BRIGHTON	Barbara Wahlstrom	HENLEY & GRANGE
Jaclyn Ben-Arieh	BRIGHTON	Christine Besley	HINDMARSH
Lynne Pullman	BRIGHTON	William Miles	HINDMARSH
Miranda Rudd	BURNSIDE	Christine Crawford	JAMESTOWN
Monika Barnes	BURRA	Christine Redden	JAMESTOWN
Lorna Sutton	BURRA	Josephine Seppelt	JAMESTOWN
Patricia Van Gasteren	BURRA	Phillipa Davidson	LAURA & DISTRICTS
Anne Ide	CAMPBELLTOWN	Merrilyn Smith	LAURA & DISTRICTS
Tu Nguyen	CHARLES STURT	Melinda Woolford	LAURA & DISTRICTS
Barbara Sax	CHARLES STURT	Fay Roesler	MAITLAND
Dion Slee	CHARLES STURT	Leon Roesler	MAITLAND
Sydney Kuchel	CHRISTIES BEACH	Rhonda Cahalan	McLAREN VALE
Jim McFall	CHRISTIES BEACH	Brenton Hunt	McLAREN VALE
Geoffrey Young	CHRISTIES BEACH	Annette Osmond	McLAREN VALE
Pamela Davidson	CLARE	Fay Rivers	McLAREN VALE
Desra East	COPPER TRIANGLE	Michael Stillwell	McLAREN VALE
Lothar (Max) Jauczius	COPPER TRIANGLE	Lloyd Mitchell	MEADOWS
Pauline Lamshed	COPPER TRIANGLE	Catherine "Kate" O'Brien	MEADOWS
Janet Lawry	COPPER TRIANGLE	Robyn Evans	MILLICENT
Helen Rodda	COPPER TRIANGLE	Jennifer Golding	MILLICENT
Rowland (Rowley) Woods	COPPER TRIANGLE	Richard Hawthorne	MINLATON
Walter "Dieter" Lunsman	COPPER TRIANGLE	Valma Rogers	MINLATON
Judy Martin	COPPER TRIANGLE	Malcolm Sweet	MITCHAM
Joanne Barker	COPPER TRIANGLE	David Freer	MODBURY
Annette Brine	COWELL	Elizabeth "Libby" Day	MOUNT BARKER
Robert Brooks	CRYSTAL BROOK	Corinne Draper	MOUNT BARKER
Roslyn Brooks	CRYSTAL BROOK	Peter Draper	MOUNT BARKER
Elaine Haggerty	CRYSTAL BROOK	Christine Monck	MOUNT BARKER
George Haggerty	CRYSTAL BROOK	Gillian Shepherd	MOUNT BARKER
Judith Holman	CUMMINS	Helen Bowd	MOUNT GAMBIER
Heather Mason	CUMMINS	Saint Martins School Students	MOUNT GAMBIER
Trevor Wayne	GAWLER	Lynette Simpson	MOUNT GAMBIER
Jacqueline Childs	GILBERT VALLEY	Heather Wighton	MOUNT GAMBIER
Peter Childs	GILBERT VALLEY	Gary Haebich	MURRAY BRIDGE
Kaye Langton	GILBERT VALLEY	Rodney Milich	MURRAY BRIDGE
Gil Tonkin	GILBERT VALLEY	Trevor Nelson	MURRAY BRIDGE
Helen Tonkin	GILBERT VALLEY	Gloria Schafer	MURRAY BRIDGE
Sandra MacDonald	GLENELG	Marlene Bull	NARACOORTE
Janice Playford	GLENELG	Tahlia Hughes	NORTHFIELD
Peter Collins	HALLETT COVE	Julia Borgas	NORWOOD
Paul Martin	HALLETT COVE	Tony McArthur	NORWOOD
Janet Williams	HALLETT COVE	Jillian Smith	ONKAPARINGA VALLEY
Shirley Ann Williams	HALLETT COVE	Tanya Carroll	PLAYFORD
Brian Dey	HAPPY VALLEY	Roma Masters	PORT AUGUSTA
Helen Good	HAPPY VALLEY	Kathleen Parsons	PORT AUGUSTA
Diane Lisk	HAPPY VALLEY	Julie Arbon	PORT BROUGHTON
Darryl Parslow	HAPPY VALLEY	Colleen Meffert	PORT LINCOLN
Wendy Wilden	HAPPY VALLEY	Graham Ween	PORT LINCOLN



Norlene Afford	PORT PIRIE
Don Bessen	PORT PIRIE
Dianne Daw	PORT PIRIE
Morrice "Morry" Daw	PORT PIRIE
Carol Johns	PORT PIRIE
Frank Petagna	PORT PIRIE
Marie Waters	PORT PIRIE
Judith McLeod	QUORN
Helen Ranford	RENMARK
Juanita Hardy	S.Y.PENINSULA
Robert Mackie	S.Y.PENINSULA
Pauline Mackinlay	S.Y.PENINSULA
Valerie Robinson	S.Y.PENINSULA
June Banks	SALISBURY
Alan Buckland	SALISBURY
Janice Buckland	SALISBURY
Lynette Altmann	SNOWTOWN
Christine Duncan	STANSBURY
Ronald Duncan	STANSBURY
Donald Faulkner	STANSBURY
Kathleen Ricketts	STANSBURY
Geoffrey Constantine	STIRLING
Rosalie Flavell	STIRLING
Moira McPhail	STIRLING
Julie Schlosser	STIRLING
Tania Richardson	STRATHALBYN
Deane Liddicoat	TUMBY BAY
Melva Malcolm	TUMBY BAY
Pamela Bell	WAIKERIE
Kathleen Watkins	WAIKERIE
Jean Buttenshaw	WARRADALE
Barbara Davies	WARRADALE
Caroline Thorpe	WARRADALE
Gloria Buhagiar	WEST TORRENS
Peter Brooks	WHYALLA
Wendy Sandercock	WILLUNGA
Janet Jericho	WUDINNA
Margaret Fox	YANKALILLA
Jennifer Newman	YANKALILLA

*"So many [volunteers] were very genuine, polite, happy and had a few minutes [or] even longer, to listen if we felt off colour or upset, concerned or worried about a family member or pet"*

# Volunteer Recognition

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AMOWA Alison Meighan Award  
Colin Trenouth  
Edwardstown Meals on Wheels



Waikerie Citizen of the Year  
Carmel Wuttke  
Waikerie Meals on Wheels



Older Citizen of the Year  
Norma Martin  
Northfield Meals on Wheels



Adelaide Hills Council  
Civic Award  
Stirling Meals on Wheels

# Farewell to Bill Coomans JP

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We were sad to announce that our President and Chair of the Board, Mr Bill Coomans JP, retired from the Board at the close of the Board meeting on Wednesday, 19th April, 2023

Bill's beginning with Meals on Wheels started with a phone call in 2007 to a colleague, George Oram, who was Chair of the Happy Valley Branch and who Bill succeeded as chair for some 10 years of a large community group involved in community safety. Bill asked George if the Branch needed any help as he had some little time available and as a result, he began delivering the meals the very next day.

It wasn't long before he was asked to assist in the kitchen and to inform the delivery volunteers what was on the menu for the day. He then joined the committee as Vice-Chair, before stepping into the Chair role on George's retirement. Bill continued on as Chair for the next 5 years.

The previous CEO of Meals on Wheels Cam Pearce encouraged Bill to consider nominating for the Board and at the 2010 AGM he was elected as a Branch Representative. He served the 3-year term during which there were a number of highlights not the least of which was seeing the appointment of our current CEO Sharyn Broer. With a passion for administering government legislation during his employment with the Federal Government and ending as a state manager in 2007, Bill convinced the Board in 2011 to establish a special committee to review and update the organisation's Constitution, to which he was appointed Chair. The Committee put together a Terms of Reference and over a period of almost a year managed to significantly re-write the existing Constitution. Besides overhauling the general contents and presentation to meet state legislation, he also wanted to ensure that the knowledge of the board members wasn't lost. At the 2014 AGM Bill re-engaged with the Board as a Vice President and in early 2016, the previous President announced his retirement mid-term and asked the Board to support Bill's appointment as his replacement.

There were other milestone moments not the least of which was to keep the board focused on finding a suitable alternate location for the production kitchen and sticking to a principle that both the production kitchen as well as the administration office of MoWSA must be co-located which resulted in the magnificent Hilton facility paid for from Meals on Wheels own funds. Another highlight of Bill's time was being able to meet three State Governors and three Governor-Generals from time to time as well as state and federal politicians.

Meals on Wheels has been a very big part of Bill's life over the past 15 years, but with many interests competing for his time and energy, he found he was unable to continue with his important role at Meals on Wheels SA.

The Board and management are very grateful for Bill's tireless efforts as President and Chair of the Board, and his previous roles as branch volunteer and Chair of the Happy Valley Branch, Board member and member of the Meals on Wheels Australia Board and its Executive Committee.



# Board Members and Committees

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**President/Chair - as of April 2023**

**Vice President Finances - to April 2023**

**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 and treasurer of ACH Group, deputy chair of Can:Do Group and was previously a director of the Maggie Beer Foundation. He is deputy chair of Beston Global Foods (ASX) and a CEO mentor. He is a member of the Audit and Risk Committee for the Office of the National Rail Safety Regulator and the South Australian Housing Authority. He is Chair of the Governance and Nominations Committee and a member of the Finance, Audit and Risk Management Committee.

**President/Chair - retired April 2023**

**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 and deputy Mayor 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 provided extensive service to the SA Board and to its various committees and was honoured to be able to participate in awarding the many volunteers for their services to Meals on Wheels.

He was thrilled to have been part of establishing the new Hilton production kitchen and office complex. Bill chaired the Board, Executive Committee and Governance and Nominations Committee and was a member of the Finance, Audit and Risk Management Committee.

**Vice President Finances - from April 2023**

**Elected Member - to April 2023**

**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 the Chair of the Finance, Audit and Risk Management Committee.

**Vice President Services**

**Heather Richardson**

Heather has enjoyed a distinguished career with the SA Government (predominantly in TAFE SA). She provides a combination of professional Board membership and community volunteering experience. She has led and managed large corporate teams in a variety of disciplines. Her extensive Board experience in regional SA and her committee work with MoWSA adds great value to our organisation. Heather is a member of the Board's Finance, Audit and Risk Management, and Executive Committees, and Chair of the Branch Operations and Services Advisory Committee. Heather was also a MoWSA delegate to the Meals on Wheels Australia Board.

## Elected Member

### **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, Riverland Mallee Coorong Local Health Network -- Aged Care and Disability Committee and St John Ambulance Community Care Committee. Richard has also been a volunteer with Fred's Van for 30 years, a Vinnies SA food service for marginalised and homeless individuals.

## Branch Representatives

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### 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, Work, Health and Safety and Cyber Committees.

### 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.

### Peterborough

#### **Eleanor Wolf**

Eleanor is currently Secretary of the Peterborough Branch of Meals on Wheels SA and is a member of the Governance, Nominations and Remuneration Committee and the Branch Operations and Services Advisory Committee. She is a retired public servant who for over 20 years worked in executive-level positions across a number of Australian Government departments such as the Department of Defence, National Archives of Australia, Department of the Environment, Department of Climate Change and Energy Efficiency, and the Australia Taxation Office. Eleanor worked predominantly in policy development, internal audit, greenhouse and energy audit, risk management and compliance roles. Prior to joining the Australian Public Service, Eleanor served for 20 years as an Intelligence Officer in the Australian Regular Army, both in Australia and overseas. She continues to work part-time as a consultant on Records and Information Management and privacy law, mainly for organisations in the not-for-profit sector in Victoria.

### Charles Sturt

#### **Jim Giles**

Term ended October 2022

Jim was a member of the Governance and Nominations Committee, Branch Operations and Services Advisory Committee and is still a member of 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.

## Enfield

### Garry Colquhoun

Term ended October 2022

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 was a member of the Governance and Nominations and Branch Operations and Services Advisory Committees.

## Co-opted Members

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### Ellie Hamilton

MBA

Date of resignation - June 2023

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 involved in the community in a volunteer capacity, and particularly in activities connected with her four young children. Ellie holds several qualifications including a Bachelor of International Relations (Hons), Master of Business Administration, and Graduate Diploma in Complex Project Management. She was a member of the Executive Committee, Finance, Audit and Risk Management Committee, and chaired the Stakeholder Engagement Committee.

### Neil Jones

B.A., Dip. Cont. Ed.

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

### Dr Natalie Luscombe-Marsh

B.Science, PhD in Nutrition and Disease

Natalie holds a PhD from the University of Adelaide in the fields of nutrition and chronic non-communicable disease. 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). 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 all types of diabetes. Natalie's expertise includes designing and managing complex research projects that has spanned discovery of mechanisms involve in the regulation of energy intake and expenditure including gastrointestinal function to the implementation of preventative health campaigns and programs within community health services. She is also has developed strong knowledge in the areas of research and clinical governance (including in relation to the Aged Care sector), strategic planning, project management, and policy development. With over 90 scientific articles and 6 research awards over her career, Natalie is highly respected within the international scientific community and her work has informed changes in clinical practice guidelines, particularly for the management of type 2 diabetes and body weight in both younger and older adults.

*"You like the people who come with the meals and look forward to a chat when they come. [Meals on Wheels SA creates] a real sense of community"*

# 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	6	6	5	5	3	3						
Kevin Reid	Vice President / President	7	7	6	6	4	3	1	1				
Heather Richardson	Vice President	7	6	6	5	4	2	4	4	6	6		
Alison Perrott	Elected Member / Vice President	7	6	6	3								
Richard Hearn	Elected Member	7	7	6	5			3	2				
Neil Jones	Elected Member	7	7					4	4	6	5		
Shirley Mudge	Branch Representative	7	7			4	4						
Gary McLaughlin	Branch Representative	7	6			4	4					3	3
Garry Colquhoun *	Branch Representative	3	3			2	1						
Jim Giles *	Branch Representative	3	0			2	1			3	3	3	0
Eleanor Wolf #	Branch Representative	4	4			2	2			3	3		
Natalie Luscombe-Marsh	Co-opted Member	7	6					4	4				
Ellie Hamilton \$	Co-opted Member	6	4	3	0			3	2				

\* Term concluded at associations AGM Oct 2022

# Term commenced at associations AGM Oct 2022

^ Retired April 2022

\$ Resigned June 2023

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: Pauline Seaman, Phil Steer, Fiona Winkley, Bernie Donohue, Sue Monfries, Marcia Evans, Bev Jackson, Janet Williams, Susan MacDonald, Cheryl Gray, Marg McKenzie, Leigh Noble, Allan Lipschincki, Tony McArthur, Merryl Kerr-Grant, Hugh Kerr-Grant and Charles Savage.



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 the kitchen, on deliveries, in the office, through social supports or with our new initiatives.

Meals on Wheels (SA) Inc.

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September 2023