



South  
Australia

2022 / 2023

# BRANCH REPORT



## **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**

Our number of volunteers remains steady at 61. It's pleasing to see some 'younger' volunteers on our roster. Similarly, our customer base also remains stable at 15, although not all our customers receive meals every day, and some are inactive at the moment.

We managed to weather the storm of COVID-19, with no disruption to our deliveries. Let's hope this continues. We haven't had an AGM during COVID, but our Committee remains dedicated to our cause.

One of our Customer Services Coordinators, Margaret Spry, passed away since our last report. She is sadly missed.

Recently, our Chair, Wayne Morgan, retired from the position for personal reasons. Wayne was a dedicated member of our Committee as Chair for 14 years. Wayne will continue to be part of Meals on Wheels as a deliverer of meals. We wish him and his wife Paula well.

At our August meeting, Bruce Dolman was nominated to the position of Chairman and is wholly supported by the Committee members.

We continue to have our meals provided by the Ardrossan Community Hospital and customers often comment how much they enjoy their meals.

We had a good turn-up for our Christmas lunch, at the Ardrossan Hotel-Motel. It was an opportunity to give out our awards for the year. We also had lunch at the Ardrossan Bowling Club for Volunteers Week. Having an event such as this gives the volunteers an opportunity to meet with like-minded people in a social setting.

Jeanne Alderman continues her valuable service in her role as Volunteer Coordinator and is ably assisted by Sandra Arena.

Customer Services Coordinators, Jan and Roger Williams, Garry Ross, and Karen and Bruce Dolman, continue to provide their valuable assistance in keeping the branch ticking over.

### **Barossa Valley**

In October we celebrated the 50th anniversary of the branch at our Annual Volunteer Award event. With the help of the Barossa Council we showcased five short volunteer videos – each one telling their love of Meals and Wheels and our customers – a long term customer perspective, a 50 year service awardee, a mother and son team who both fitted volunteering around their work commitments and a corporate volunteer.

The Tanunda Lutheran Home continues to provide an excellent service receiving, heating and packing chilled meals from Hilton. In addition, we have a fortnightly frozen meal delivery run – sometimes delivering to homes located well beyond the normal district boundaries. We have an increasing number of customers wanting just a supply of frozen meals at home rather than hot meal deliveries. The Lutheran Home also provides a separate room to store and pack our frozen meal stocks. Some customers collect their frozen meals from this room fortnightly.

We continue to be blessed with delivery volunteers who are only required to deliver three to four times a month.

### **Blackwood**

Our branch continues to run smoothly, thanks to the diligent committee and volunteers. Yes, we could do with more volunteers, but we manage somehow.

We delivered 14,102 hot and 2,071 frozen meals to our customers who, on the whole, enjoy and appreciate the meals and opportunity for social connection.

The branch celebrated its 31st birthday with a barbeque in our garden. As the Blackwood branch is housed in the old Blackwood Police Station, we are fortunate to have a large garden which is maintained by volunteers.

COVID has interrupted our celebration of Volunteers Day for the past two years, but this year we again observed the day. The committee exceeded all expectations with delicious homemade soup which was shared with all volunteers on a cold Saturday in June. We also incorporated our AGM with drinks and nibbles in November.

Once again, Christmas hampers and Easter eggs were greatly appreciated by our customers. Thanks to our Social Club for organising the events and gifts.

Long term Volunteer Coordinator, Anneke Jeffriess, resigned at the end of 2022 after 17 years in the position and we welcomed Cheryl Whalan to this demanding role.

Our thanks to Central Office and our BSOs for their assistance. We look forward to another successful year.

## Campbelltown

Campbelltown this year has seen a slight growth in volunteer numbers. Currently we have 92 wonderful and dedicated volunteers, both young and elderly, however, we still need more. We did lose a few due to health reasons but hope they return when fully recovered. We all work closely together to maintain a great service.

We have had a successful coffee catch up with our volunteers at a local café and are hoping to keep this going as it is a great way to get to know each other outside of our volunteering commitments.

Unfortunately we have seen a 20% reduction in customers due to the increase in other meal providers.

We may see a change back as we at Meals on Wheels Campbelltown offer a thoughtful and caring approach to meal selection and our volunteers provide a cheery and personalised contact with customers for delivery. We trust "they will be back".

Whilst having the reduced number of customers, it has given us the opportunity to review and streamline processes. Christmas proved a challenging time with the introduction of frozen choices but this has now been consolidated and is working well. Our customers were also gifted with a tin of Christmas biscuits to help them celebrate the festive season.

We would like to take this opportunity to thank all of our volunteers. You all do a wonderful job. The branch wouldn't run as positively and effectively as it does without them.

## Clare

Last September, our 'thank you' event for volunteers was a delicious lunch and Service Awards presentation at the Blyth Bowling Club, followed by a movie at the Blyth Cinema.

After the movie a presentation was made to Lenore Marschall who retired as our Volunteer Coordinator after 10 years in that position.

Elizabeth Launer has been delivering meals in Clare for 40 years and had planned to go to the Awards Presentation in Adelaide. Unfortunately, she was unable to go, so our committee held a morning tea at a local coffee shop to present Elizabeth with her Royal Doulton decanter and glasses.

Customer hampers were packed and delivered the week before Christmas. We are very grateful to our local Woolworths who generously donated several items for each hamper. The hampers also included homemade biscuits, a punnet of strawberries and tray of fruit, which were very much appreciated.

## **Copper Coast**

The 2022-2023 period saw a gradual decline in the COVID-19 challenges, allowing a return to normal activities for our volunteers. Compliments continue to filter back in relation to the quality of meals provided, so a big 'well done' to our kitchen volunteers. Our volunteers were treated to two social events throughout the year, including our traditional presentation lunch where a large number were presented with certificates and badges in recognition of service. Such events are an important opportunity for volunteers from Kadina, Wallaroo and Moonta to come together and share their experiences and to acknowledge the service of others.

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

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

## **Crystal Brook**

Our customer numbers have declined over the last 12 months as some have moved into care, while others were having meals while recovering from illness and are now able to manage their own meals. During the pandemic we were able to get a number of young volunteer deliverers, who helped fill the rosters. Many of these volunteers are from farms and are able to continue delivering meals.

In December we held a combined afternoon tea for customers and volunteers catered for by the golf club. All customers received a gift parcel.

All volunteers enjoyed a 'thank you' lunch in May, supplied by RSL Crystal Brook. It was a lovely way to get together and acknowledge the volunteer's support, commitment and enthusiasm

## **Edwardstown**

The Edwardstown branch has appreciated getting back to 'normal frantic' instead of 'COVID-19 frantic'.

There was a lot of preparation and teamwork to get ready for the restart in April 2023 of Frozen Choice at the branch. Some constructive feedback has been provided so that other branches starting Frozen Choice in the future might have an improved experience. The Frozen Choice initiative is definitely perceived by our branch as an excellent service for our customers, however, it has increased the workload of our volunteers and adds to the administrative tasks that need to be done.

We requested a new and updated whiteboard and it has recently been installed by Jim. Our daily numbers are so clear now; it's made a big difference.

## **Enfield**

Volunteer numbers in the kitchen have remained steady, however, enlisting the help of enough drivers and deliverers has proved difficult.

We held two Bunnings sausage sizzles in this financial year and raised funds to buy Christmas hampers for our customers. These were very much appreciated by all who received them.

The branch has once again reinstated customer choice frozen meals and it is going well so far. The hope for next Christmas is to receive main meals from the Hilton Production Kitchen to save on freezer space.

The cold salad meals in Summer were well received by customers.

Volunteer Coordinator Garry Colquhoun has retired so the branch are now trying to find a replacement. We thank Garry for his commitment and also extend a heartfelt thank you to all the Enfield volunteers who make our work possible.

## Gawler

The Gawler branch enjoyed another productive (and quick) year supporting the community.

Around 100 volunteers dedicate their time and commitment, with Monday the busiest day of the week. The branch's oldest volunteer, Cynthia continues to make the soup and help with dishes at 83 years young. Unfortunately, this year a number of volunteers hung up their aprons – we hope they enjoy retirement.

The installation of a second oven has been a great asset, enabling the kitchen to run more efficiently.

Customers gratefully received delicious, homemade Christmas cakes from a local cake maker and placemats from the Gawler Quilting Group – we thank them for their generous donation and support.

Around 50 volunteers (including their partners) enjoyed a Christmas dinner at Nixon's Function Centre. The event was organised by Beth, complete with door prizes and live music. It was a wonderful way to recognise the volunteers and thank them for their dedication.

The branch would like to extend its sincere thanks to all the volunteers, past and present, who do a fantastic job in supporting the Gawler community.

## Gilbert Valley

Last July, Carolyn Evans stood down as Secretary/Treasurer after over 30 years of service on the Committee - certainly very big boots to fill.

This year the branch delivered 1,524 hot meals and 428 frozen meals, with customer numbers varying from 8 to 12.

We have about 90 volunteers from the Auburn, Saddleworth and Riverton area, so we are rostered on a monthly cycle, roughly.

Our Christmas luncheon was cancelled due a local COVID-19 outbreak, but we did deliver Christmas hampers and gifts to our customers.

This year we have planned a July luncheon combined with our AGM. General Manager Service Operations, Julie Bonnici will be attending.

We are endeavouring to add salads to our summer menu and are hopeful our local hospital at Riverton who supply our meals will be able to come on board.

## Glenelg

There have been many changes at the Glenelg branch over the past 12 months. At the end of last year, we had many retirements including four long-term volunteers with a total of 113 years between them. Many thanks go to:

Margaret Jones - 36 years of service, including 10 years as Supervisor  
 Jo Noblett - 35 years  
 Dot Tangey - 27 years  
 Brian Tangey -15 years

We also acknowledge the retirement of Eric White, after four years and many, many hours in the role as Kitchen Coordinator. Thank you Eric for your dedication.

Our customer numbers have steadily increased throughout the year, however, volunteer numbers have been on the decline since Christmas and have just started to slightly pick up. We currently have 117 volunteers.

A big welcome by all to Chandula Fernando who joined our Branch in June this year as the Branch Coordinator. Chandula has been a pleasant and very welcome addition to the Glenelg branch.

## Hallett Cove

On Friday the 9th June the Hallett Cove branch held a "Pies & Pastries" lunch for our volunteers. It was a cold, wintery day but over 30 volunteers attended and it was a good chance for the newer volunteers to meet those who had been working at our branch for some time.

However, we had to say goodbye to two of our long-time volunteers who had recently retired.

Dave Thomson volunteered at Hallett Cove branch for over 20 years. He worked in the kitchen and was a very reliable and efficient volunteer. He was always willing to be "on call" at short notice to cover for other volunteers who may have been unable to work. Nothing was ever a trouble to him.

Pauline Roots was a volunteer at Hallett Cove branch for over 13 years. She worked in the kitchen two days a week and was very efficient. The kitchen was always spotless and she handled the meals in a strict, hygienic manner. Pauline also donated chocolate eggs at Easter to all our customers. She belonged to a craft group, who knitted "chickens" for the eggs to be placed into. Also, at Christmas time, Pauline and the craft group handmade cards for all the customers. Everyone appreciated the personal touch when they received these precious gifts.

Thank you to two wonderful volunteers, we wish you both good health and happiness for the future.

At Hallett Cove branch, our overall customer numbers have reduced with increased competition from other meal suppliers.

## Happy Valley

2022-2023 has passed and it has been a year, fortunately without major ongoing COVID-19 issues. There are a few restrictions still in place at the kitchen with mask-wearing on deliveries, for example.

Like other kitchens, Happy Valley has been coping with reductions in volunteers due to age, holiday-taking and health issues, 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 who have gone beyond what would normally be expected of them. We thank and congratulate all volunteers for their current and future service.

Our number of customers has increased over the year and we are now running six full shifts, plus special deliveries each day, with some days each week having up to 200 plus meals to deliver. Our average daily meal numbers have increased from an average of 122 per day in 2021/22 to 170 per day in 2022/23.

We had three volunteers complete 15 years' service and qualify for life membership during the year, six completed 1 year service, three 5 years' service, four 10 years' service, two 25 years' service and one 35 years' service.

A thank you must also go to Brenton and Irene, our Branch Support Officers for their help during the year.

Socially, we held two barbecues which were well attended by over 60 volunteers and partners, as well as our Christmas lunch which was attended by 100 volunteers and partners.

All customers were given a Christmas cake purchased and delivered by our volunteers for Christmas.

Special thanks go 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 2023/24 will enable us to continue providing a much-needed service to our district.

## Henley and Grange

Although we have had another challenging year with the continued presence of COVID-19 and the movement of volunteers and customers, we have still been able to continually service our grateful customers with a three-course meal every day, thanks to our magnificent volunteers and the co-operation and help from Central Office.

Our customer base and meals per week are slightly down from 2021/2022, but we still have approximately 165 customers, and average 670 hot meals, 65 frozen and 55 special meals, weekly. We also distributed 570 frozen meals over the Christmas period and in excess of 150 Christmas hampers to our customers.

Thanks to the MoWSA marketing campaign we have had 15 new volunteers joining the Henley and Grange branch.

## Hindmarsh

We are so grateful to our volunteers who go well above what is expected of them. We have had shortages of volunteers like most other branches, but the few volunteers we have are happy to pitch in. They will come early for their delivery round and help in the kitchen. The office staff also help out, if needed. Everyone works to their capacity and it is made to feel welcome.

We had our Christmas function at a local hotel, who set aside an area for our volunteers so that we could present our awards in private.

Frozen choices have been introduced to our kitchen and certainly provided some challenges, but it is working well now that we have our own system for recording customer orders.

All customers were given a gift for Christmas and for Easter. The Christmas cards were made by the local Scout group and our customers were very appreciative of this.

We have also been writing birthday cards for our customers, which has such an impact, as sometimes it is the only card that they receive to indicate that they are remembered.

Our customer numbers tend to fluctuate but we support between 120-130 members of the community.

Let us not forget our Branch Coordinator and Branch Support Officers who have also been known to roll up their sleeves and help out. We are one big happy family.

## Kapunda

We have enjoyed a busy year at the Kapunda Branch. Customer numbers for Kapunda fluctuate slightly but average around 13 customers receiving hot meals delivered daily. A further four collect their frozen meals from the Kapunda Hospital. Eudunda currently has 1 customer with another 1 collecting their frozen meals from the Eudunda Hospital.

Our volunteer numbers are currently sitting at 45 with some volunteers retiring or going on extended holidays over the winter period and a few new members joining. Trying to recruit new volunteers is always a struggle so we are grateful to each and every one of them for the great job they do. We held a Volunteers Luncheon in August 2022 that was well attended and enjoyed by everyone.

Our Christmas luncheon in December was the first since the beginning of COVID that included both our customers and volunteers. All our customers were presented with a tasty Christmas gift. It was lovely to have us all together again to celebrate the festive season.

Easter this year was celebrated with one of our new volunteers generously donating all of the Easter gifts for our customers.

After three long years of standing out in all-weather conditions and waiting to have the meals brought out to us, we are now once more able to go to the kitchen and retrieve/return the food trolley ourselves.

The kitchen staff have commented on how much easier and quicker it is now that we are able to do this again. This has also made it simpler for us to access our diary and make customer delivery changes as needed. It seems such a minor achievement but a big step forward for us in getting back to our pre-COVID days!

I would like to take this opportunity to thank all of my fellow Committee members and volunteers for their continued hard work and commitment in ensuring that our branch runs smoothly.

### **McLaren Vale**

This year, the McLaren Vale branch celebrated 50 years!

Our volunteer group have been amazing in their adaptation, flexibility and passion they have to ensure all our customers receive the service they need. As well as dealing with the challenges around COVID-19, they have practically dealt with the closure of the McLaren Vale Hospital and uncertainty around continuity of the hospital kitchen.

Our Driver's Fund continues to support local groups with a focus on improving outcomes for those of more mature years.

We are fortunate to have a highly creative and caring committee who focus on not only nutrition, but ensuring customers have meaningful interaction with our volunteers.

Our focus and the care shown by our volunteers is epitomised in the following quote:

"Even if you just change one life, you've changed the world forever."

Mike Satterfield

Thank you to all of our volunteers.

### **Meadows**

A year of growth for Meadows, welcoming three new customers with more to come.

We thank our faithful volunteers, who continue to deliver weekly or fortnightly frozen meals to satisfied customers who always love to chat.

New volunteers would always be welcome as our numbers are only just sufficient!

It is also encouraging that we are serving several past volunteers.

We have had pleasant get-togethers during the year; our Christmas Dinner, Awards Night, and a gathering to celebrate 40 faithful years of service of Leslie.

Our customers received beautiful Christmas and Easter hampers, put together by volunteers.

We cover many kilometres on our rounds in conjunction with Kangarilla volunteer group, delivering to Meadows, Macclesfield, Flaxley, Kuitpo and Kangarilla.

### **Millicent**

The Millicent branch currently has 96 volunteers, with more wishing to join. Volunteers are on a six-week rotation, with some volunteers offering their time more than once in the rotation to cover absenteeism.

Customer numbers have remained relatively static at 30, with new customers replacing those that have gone into care or for other reasons.

The Management Committee has risen to the challenge to cover all positions when there have been health issues or 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.

Sue Shaw joined us as our Branch Support Officer for the Southeast. She is very supportive and understanding of the needs and challenges that present themselves. Thank you to Sue.

## Mount Barker

It has been an interesting past 12 months with various things happening to note.

Our volunteers continue to go beyond what is asked of them and all have a very caring nature towards our customers. Both volunteers and customers appreciate their birthday cards and our customers are grateful of the gift they receive at Christmas time from the Volunteers Social Club. A large number of volunteers attended the Christmas lunch and Service Awards.

A can of Glen 20 from Woolworths was donated at the beginning of the year to both customers and volunteers.

The branch newsletter continues to be popular with our volunteers, as is the Branch Bulletin which is sent direct to them from Central Office. The customers appreciate the ZEST magazine, which is delivered with their meal twice a year.

We have gained some volunteers through the Marketing teams initiative 'Come and Try' program, which has been pleasing to see. A big thank you to our two Branch Support Officers Jason and Linda and our Committee members.

## Mount Gambier

2022/23 saw the return of volunteers to the Mt Gambier branch, who had previously taken a break. It is lovely to have them back on deck and supporting our community with enthusiasm and care.

In October, the branch held its 60th anniversary and around 70 volunteers celebrated this amazing milestone. It also presented us with the opportunity to thank volunteers who were retiring, as well as those continuing to serve their community with love and passion - even a 90-year-old volunteer attended!

We bid farewell to Branch Support Officer, Joanna Burford and welcomed our new Branch Support Officer, Sue Shaw, who has been a great support. A focus on training of volunteers has been most beneficial. The branch is looking forward to a successful year ahead!

## Murray Bridge

Our 52nd AGM/Awards was held on the 1st of August at the Murray Bridge R.S.L. Club, with 46 guests in attendance. Branch Support Officer Jason Webb assisted with AGM/Award presentation, followed by afternoon tea.

On Friday the 30th of September our branch purchased a new white desk/cupboard for our meals pick up room. Many thanks to the Weight Watchers of Murray Bridge who donated the money for this when their group disbanded. A thank you plaque has been placed on the cupboard/desk recognising their generosity.

Our Christmas Afternoon Tea for volunteers was held for the first time at the Murray Bridge Greyhound Racing Club on Monday the 12th of December 2pm. 61 volunteers and their partners attended this great venue and enjoyed delicious food. General Manager Business Operations, David Smith from Central Office attended and addressed the gathering. Games and competitions were enjoyed by everyone present and 14 door prizes won.

Bridge Patches and Quilters surprised and delighted our branch when they donated beautifully made Christmas placemats to be given to our customers. A framed Certificate of Appreciation and thank you card was presented to the group.

## Meals on Wheels SA

Murray Bridge branch is indebted to the Lions Club of Murray Bridge who for 18 years and counting have donated their delicious cakes for our customers and volunteers. Placemats and cake were delivered to our customers with the Christmas meal on the 23rd of December.

Thank you very much to all our volunteers, especially our Committee for another successful year. Well done to all.

## Naracoorte

Another year is over and much more manageable with the easing of COVID-19 restrictions.

As in the past years, the volunteers provided all the customers at Christmas with a 1kg small Lions cake and a box of chocolates which was once again well received.

Customer and volunteer numbers have remained fairly static with some going and some coming on.

On the 4th of July the Committee organised a 'thank you' morning tea held at the Naracoorte RSL and District Bowls with approximately 40 volunteers in attendance. Thank you to Rhiannon at Central Office for organising the invitation to volunteers via email and post.

This year also saw our Branch Support Officer Joanne Burford replaced by Sue Shaw. Our branch looks forward to working with Sue and wish Jo safe travelling in the next chapter of her life.

Our Volunteer's Social Club has provided the local Longridge Aged Care Facility with two large screen iPads for the residents to use. We have heard they have hardly been turned off since delivery. We are also providing a specialised lifter for Morton Bay House (age care unit at Naracoorte Hospital). This will provide easier movement of residents and less stress on staff. We are awaiting its delivery.

The choice menu is still going and due to be fine-tuned over coming weeks.

We would like to thank the Committee and all volunteers for their continuing service. We also wish Daphne Burford all the best in Adelaide.

## Northfield

It has been another busy and successful year of operations for the Northfield Branch. We currently have seven rounds, one of which services the Elms Retirement Village in Walkley Heights.

We had our Christmas Luncheon at the Blue Gums Hotel in Walkley Heights where we also celebrated two volunteers, Norma Martin and Shirley Beauchamp who have each volunteered for 50 years - a wonderful achievement.

At Christmas we gave each of our recipients a lovely friendship calendar.

Norma Martin was nominated for the Port Adelaide Enfield Council Australia Day Awards by her grandson, Troy. A big congratulations to Norma who was a joint winner in the Older Citizen of the Year category.

We pride ourselves in enabling our customers to be able to receive frozen meals all year round, not just at holiday time.

Chair Ann Hobbs would like to take this opportunity to thank the Committee and our dedicated volunteers for their ongoing support during these unprecedented times. This support enables our branch to operate smoothly and our customers to stay living independently in their own homes.

Thank you to our Branch Support Officers for all your help during the year.

## Norwood

The Norwood branch has felt the long-term effects of the COVID-19 pandemic with many of our driver/deliverers not returning after the main restrictions were lifted.

This core group were also the ones who attended our social functions. As a result, social functions this past year were not as one group – but individually organised activities by various kitchen or delivery groups.

From early 2023, volunteers who were not able to travel have been on the move, leaving gaps of four to eight weeks in the roster which need to be covered – both in the kitchen and deliveries. Our thanks to the Hilton Kitchen, who have, at times helped out by supplying soup or desserts and to the deliverers who have taken on extra deliveries.

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 (with the bags all labelled with contents) and Christmas cards made by students from Pulteney Grammar School.

At Easter we delivered small bags of Easter eggs and every customer receives a birthday card.

Thanks to the efforts of all volunteers but special thanks to those who have taken on extra deliveries. To our Branch Support Officer Jason and the Hilton Kitchen, a special thanks for all the support.

## **Onkaparinga Valley**

The Onkaparinga Valley branch of Meals on Wheels continues to supply meals to our customers in Woodside, Lobethal, Balhannah, Lenswood, Gumeracha and surrounds.

We held a very successful lunch at the Old Mill Hahndorf for our wonderful volunteers. This was a small way to show our appreciation to our dedicated group.

At Christmas time we presented all of our customers with a basket of goodies. This was made possible through the generous donations from local businesses, various clubs and members of our community. Everyone was very appreciative of this gift.

The branch also participated in the annual Christmas Pageant held in Woodside. The decorated vintage truck highlighted and promoted the organisation to hundreds of spectators. Brochures were handed to the crowd promoting Meals on Wheels. This promotion was extremely important as we must attract more volunteers.

It is not only the meals that we provide, but also the daily contact which enriches the lives of our customers.

## **Peterborough**

The Peterborough branch has now returned to normal operations after the relaxation of COVID-19 restrictions.

Volunteer numbers held steady in 2022/23 but our customer base decreased. The Committee is now actively considering strategies to attract new customers.

The branch celebrated several milestone events this year. Most notably, Beth and John Sandland retired after 40 years' continuous service to MoWSA. Beth's service was formally acknowledged at the Awardee Luncheon in Adelaide on the 11th of November. We also bid farewell to our Treasurer of the past 10 years, Ros Malycha.

The combined AGM and Christmas function on the 14th of December was well-attended and enjoyed by all. Special guests included Regional Branch Support Officer, Jo Cameron, CEO of the Peterborough Soldier's Memorial Hospital, Mara Richards and Services Team Leader at the hospital, Stacey Schofield.

The branch also celebrated Volunteers' Week with a luncheon at The Railway Hotel in May.

## **Playford**

We have had many challenges throughout the year, but as a good team does, we have overcome them all.

The increase in customer numbers from 215 to 240, (11.6%), has meant quite a lot of extra work for all our volunteers. Our volunteer numbers have increased from 48 to 58 and we have created another delivery round.

We have been able to continue our high standard of timely service, which has been a credit to our volunteers. Our Branch Support Officer, Stephen Whaley, has provided excellent support and guidance throughout the year.

On a sad note, we had the passing of volunteer Tony Taylor. We miss his friendly nature and the support he provided in the office.

## **Port Pirie**

Well another year has gone by quickly. We experienced the sad loss of two long-term volunteers Eleanor Robinson, who worked in the kitchen and our Chairman, Frank Petagna. They are dearly missed for their long term contribution. A Port Pirie founding member, Nancy Jaeschke also passed away in February.

We thank Nyrstar and Woolworths who kindly donated the majority of items for our Christmas Hampers last year. On special occasions, our Social Club have also distributed a small gift to each customer which are greatly appreciated. Sally Allison, a local community member also kindly donated a crocheted rug for each customer.

There has been two volunteer luncheons throughout this year which were enjoyed by all.

## **Salisbury**

During the past 12 months the branch has operated very efficiently with a committed group of 95 volunteers, who enabled us to prepare and deliver more than 55,000 meals. It was necessary to establish an extra delivery round in the Virginia and Bolivar areas to cater for an increase in customers to over 350. We experience a daily average of around 200 meals.

Our customers welcomed the revised Summer Salad Menu during 2022. A Christmas Hamper was provided to our customers, courtesy of a donation from Salisbury Council.

Service awards were presented to the volunteers at the end of the year Christmas lunch.

Judy Oates has retired as Chair of the Salisbury branch after 15 years of valued service. She was presented with a floral arrangement by her replacement Chris Jeffries.

## **Stansbury**

Once again, our year has progressed smoothly. We continue to only deliver frozen meals as that is the preference of our customer base. Unfortunately, the number of customers has significantly decreased during the year for varying reasons, including the variety of meals we can supply. With such small numbers of customers, ordering is not easy and often results in a number of similar meals being ordered. While we record what is delivered, sometimes our options are limited, however, quality has not been a problem.

With older volunteers on our delivery roster, we face the annual 'grey nomad' migration each year and thanks is extended to those who brave the weather and remain at home.

Our customers continue to appreciate the service provided, often with positive comments.

Like all branches, more volunteers would ease the load on a few, but we manage with some careful programming by our Volunteer Coordinator and our customers are well cared for by a diligent Customer Services Officer.

## Stirling

Our customer numbers have stayed about the same, at around 70. Our customers are quite elderly with three over 100 years old, and the rest are in their late 90s and 80s.

Our volunteer numbers stay about the same but we always need relief volunteers for when the regulars trot off on long holidays.

We again had generous donations from the Stirling Community Op Shop and Stirling Markets which enable us to give each customer a large hamper at Christmas and also a lovely Easter gift. We are very lucky.

We again gave all our volunteers a voucher for Red Cacao instead of a lunch as we get so few that can attend these events. We had wonderful feedback with the vouchers about how lovely it is for everyone to be recognised. A majority of volunteers visited Red Cacao as a group to utilise this voucher and enjoyed a coffee, delicious hot chocolate or dessert on us.

Thanks to our Branch Support Officer Peter for all the help he gives us. A special thank you to all for their help during the year.

## Southern Yorke Peninsula

Southern Yorke Peninsula celebrated its 47th year of delivering meals to the community. The dedication of several of our volunteers is reflected in the award recipients this year including:

- Jan Geytenbeek – 50 years
- Maureen South – 45 years
- Mary Davey and Rhonda Leinert - 30 years

Congratulations to all – these are amazing milestones.

The branch was fortunate to have the addition of a handful of new volunteers this year.

We would also like to acknowledge the sad passing of one of our volunteers, Pauline MacKinlay. Pauline delivered for more than 15 years, first starting as a helper to her mum when she was delivering.

We also have to say thank you to our retiring volunteers - Dennis and Jill Huston and Ross and Gladys Moeller. Your contribution to the SYP Meals on Wheels organisation has been wonderful. Ross was Chairperson for many years ably supported by Gladys as Secretary. Dennis has held many positions over the years – Treasurer, Client Service Officer, Assistant Client Service Officer, Volunteer Co-ordinator, and Welfare Officer. Jill has been Secretary and Assistant Co-ordinator. You all have been an important part of the success of the SYP Meals on Wheels.

1,485 meals were delivered this financial year compared to 2,136 last year. We are currently delivering to eight customers but have, at times, delivered to double that during the year.

The branch supported four charities through the Volunteers Social Club Account, donating a total of \$2000, distributed evenly to The Friends of the SYP Hospital, The Royal Flying Doctors, SYP Palliative Care and to the local ambulance group.

Thank you to all the kitchen staff for providing and serving the meals and Marty at the SYP Hospital, who has been called upon to do a few handyman jobs.

Thanks also to Allan Algie, Carlien Trebilcock and Deb Ahwan (or should I say Santa and his helpers), who delivered some Christmas cheer to our customers. Your kindness is very much appreciated. Finally, to the Committee Deb, Leonie, Suz'Anne, Allan and Carlien thank you for the work you do weekly or monthly. Your efforts do not go unnoticed.

## Waikerie

The Waikerie branch enjoyed another busy year with an increase in customer numbers.

A very successful Christmas lunch, AGM and awards presentation was held in November with our local member for Chaffey, Tim Whetstone, attending to present the awards.

Our volunteers have coped extremely well with the COVID regulations. We have had many compliments about our meals and the choices available. Our Branch Coordinator is a true blessing to our branch. Our volunteers are a happy group who enjoy their volunteering and each other. They are always happy to fill vacancies as they arise.

## Warradale

Warradale branch remains steady as you go, providing hot meals for approximately 185 active customers. We have recently begun a random fortnightly draw of \$25 and \$15 from our Social Club account as an encouragement and thank you to acknowledge the great job our volunteers do, hail, rain or shine.

Our Annual Luncheon and Awards Presentation was held at the Morphett Arms Hotel where 90 of our volunteers enjoyed a three-course meal. A highlight of the day was acknowledging Deidre Denny and Gerda Schroder for 30 years of wonderful commitment to Meals on Wheels Warradale.

All of our customers were presented with gifts at Easter, Mother's and Father's Day, as well as a Christmas hamper with a variety of goodies. We thank Louise Miller-Frost MP for donating Christmas puddings as an addition to our hampers.

## Whyalla

The Whyalla branch have had a challenging year with trying to find volunteers. We have found a few new deliverers but could still do with some more. We are very grateful to a few of our volunteers who are always doing extra rounds to help us out.

We haven't had our awards lunch for this year yet but we have a few special awards going out to our long serving volunteers:

30 years – Dianne & Harry Willemse

25 years – Judith Hill

20 years – Raelene Reed & Graham Matters

Once again we thank the two Whyalla Lions Clubs for donating the Christmas cakes for our customers.

The branch is doing well with Allan as President and Barb, Wendy and Marilyn in the office.

We thank everyone for their time and support this year.

We also must mention that we lost our beautiful Val Geering in May 2022. Val had been a volunteer for 45 years and was known by everyone. She had been our Secretary for many years, helped in the office and delivered meals. She is missed dearly.

## Yankalilla

We are still feeling the effects of the volunteer shortage caused by COVID - several who were forced to give up Meals on Wheels found other interests. In spite of a number of new volunteers joining our ranks, we still have some permanent vacancies on our roster. Once again I must thank those who make themselves available to fill-in when needed.

Another year without major breakdowns to the kitchen equipment, which is much appreciated, given the trouble that they cause.

Our meal numbers have shown a marked increase over the past two or three months. We are delivering over 120 fresh cooked meals and about 35 frozen meals each week, up from 90 and 20.

A recent change in our operation has seen those customers who receive frozen meals able to choose the meals that they want. Although this extra service means more work for our Kitchen Coordinator and her assistant, it should be more satisfying for our customers.

After 25 years volunteering in our kitchen, Paul and Sue Elliott had to step down from volunteering at Meals on Wheels due to illness and carer responsibilities.

Our frequent calls to the Central Office I.T. Officer continued, partly because the printer did not want to listen to the computer. This would regularly turn a one hour Friday afternoon task into two or more hours of frustration. At last we have been given the secret to success and can easily avoid the strife.

Our thanks go to the volunteers who have offered to be on the emergency list. Calls from our Assistant Volunteer Coordinator have been frequent this year and these 'fill-ins' have kept the kitchen running smoothly.

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. These two spend many hours ensuring that everything is ready for the kitchen staff.

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

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