

# Branch Reports 2019

for the year ended 30 June 2019

Meals on Wheels (SA) Incorporated

ABN 76 069 457 196

*More  
than just a  
meal.*

MEALS   
ON WHEELS®



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

### ARDROSSAN

Ardrossan Meals on Wheels branch has had some recent changes within our committee with Glenyse Nichols, our volunteer Liaison Officer for many years, Graham Moulds and Denis Moulds all stepping down from their roles but remaining on our volunteer list.

We were saddened by the passing of long-time Committee member Lawrence Greig and volunteer, Lindsay Beer. Their valuable contributions to our branch are greatly missed.

Our Christmas function was a great success and allowed relationships to build between customers and volunteers. The Ardrossan Hospital continues to provide our meals, for which we are very thankful. Our AGM was held on the 30th April, followed by a light lunch, and was a great opportunity to maintain contact with our 71 volunteers and to reflect on the successes of our branch throughout the year.

### BALAKLAVA

The Balaklava Branch continues to serve the community with an ever changing number of volunteers (80) and customers (25).

We continue to work in partnership with the Balaklava Hospital Kitchen for meal preparation.

We would like to thank each of our volunteers for their time and being involved in serving our local community.

We would like to acknowledge Ruth Arikawe, who passed away suddenly on Thursday 13th June 2019. Ruth has been a very active volunteer in Meals on Wheels over many years and was our Volunteer Co-Coordinator. Thank you for your dedicated service to MOW Balaklava.

### BAROSSA VALLEY

Our 150 volunteers continue to drive sometimes up to 30 KMs to deliver our meal and social connection service across the Barossa Region.

As a country hospital branch with no space to call our own, keeping in touch with volunteers is complex. This year to keep volunteers up to date with changes and socialise with others we held two events. The first was our Volunteer Award Presentation where a physiotherapist took us through an active session on "The Importance of Balance and Preventing Falls". This was presented in the light of what many of our customers have experienced as well as a message to take care of ourselves.

The second event was an afternoon tea where our guests were Country Home Services, a regional group helping seniors and their families negotiate MyAgedCare and who provide Home Support and Home Care packages. Our volunteers found this session particularly useful as many of them have family members needing services or are themselves eligible to receive occasional home support.

### BEACHPORT

The last 12 months for our branch has seen a small increase in customer numbers to 9 in Beachport and 4 in Southend. All our customers have commented most favourably about the great quality of the meals they are now receiving and are enjoying the service.

We were able to use pooled travelling money to provide them all with baskets of baked goodies from our local bakery at Christmas time, Easter egg baskets at Easter and flowers/cards for birthdays. We also treated our volunteers to a Christmas afternoon tea at the home of our Kitchen Coordinator, Chris Bellinger.

Although many deliverers travel to warmer climates this time of year, we always have an abundance of volunteers that are happy to pick up extra work to ensure all customers are serviced, for which we are very grateful for.

### BERRI

Our branch focused on recruiting new volunteers over the past few months, largely through personal contact. We now have 64 volunteers on a three week roster. This year we have averaged 32 customers, delivering a total of 5656 meals. Feedback from customers is very positive. We thank the kitchen staff at the Riverland General Hospital for their support.

We have worked on providing opportunities for our volunteers to meet together and get to know each other and have had 2 successful lunches (Christmas and National Volunteers' Week) as well as afternoon teas when we have also included customers and arranged guest speakers.

All customers received Christmas Hampers, thanks to donations from our volunteers, local businesses and the local Lions Club. These were packed by the Committee and delivered by our volunteers. We thank all of our volunteers who continue to serve our community so well.

### BLACKWOOD

Once again, Meals on Wheels Blackwood Kitchen has completed another year of providing a hot meal each week day, with the ability to provide frozen meals for the weekend, to members of the Blackwood community.

During the past twelve months, the Kitchen has delivered 10,060 meals, a further drop of 673 since last year, but we hope to increase this number throughout the next year.

The Blackwood Kitchen held its AGM in August last year and the majority of committee members were re-elected. The Christmas Hampers, Mother's Day, Father's Day and Easter Eggs were again prepared by members of the committee and readied for delivery by the volunteer deliverers. Besides the Christmas party held at the kitchen, we have had the kitchen's 27th birthday at the same time as a BBQ and also our annual Soup Day in June. We invite past members who are no longer active members of the Branch, to join us and help celebrate the various occasions.

### BRIGHTON

2018/19 has been a very successful and rewarding period for customers and volunteers at the Brighton Branch. The branch currently has 186 volunteers registered who provide our service to approximately 180 customers on a weekly basis, with average 118 meals served each weekday. Our customers include long term, short term and temporary special circumstances. Feedback from customers has been excellent and any recommendations from customers are considered. Brighton Meals on Wheels branch is always focused on building positive and long lasting relationships with utmost respect and friendliness.

We continue to offer placements to High School and University students in both kitchen and delivery duties. This has been welcomed by both staff assisting and students who participate. Bedford Industries continue to be involved in the delivery of meals every week which provides positive and rewarding work for these volunteers. Local MP's, the Hon Corey Wingard and the Hon David Spiers have continued to provide Brighton Meals on Wheels with support and some financial assistance during the year.

Our annual volunteer lunch where service certificates and medals are presented is a great way to acknowledge the input and dedication of our volunteers. Approximately 100 volunteers attend this event.

Brenton Dawkins and Irene Zitis (Central Office personnel) have given valuable assistance to the branch, including meeting attendance and hands on support. The recent food safety recall certainly refocused everyone on the necessity of checking to ensure all safety requirements are met.

### CHARLES STURT

We have a happy dedicated group of volunteers working in the kitchen, and also in the office on a daily basis. There is a steady stream of new volunteers coming in all the time; but, sadly, we lose some too. We average 90 plus meals per day. Our Branch Support Officers are also very helpful and efficient and work hard at what they do for us. We are looking forward to the new central kitchen so we can have nice frozen meals again. A big thankyou to everyone who helps make our kitchen run so smoothly.

### CHRISTIES BEACH

The last twelve months have passed very quickly and a lot has happened. I am pleased to say that we all working together as a large family unit and like every family, when we have issues we work together to resolve them with good outcomes. As we are such a large branch, our committee and Branch Coordinators excel at keeping everything running well.

We have a very large volunteer group and have seen many new faces and customers at our branch. With many new recipes for our customers we have had very good feedback. Thanks to the all volunteers for the time and effort they give. A special mention must go to the deliverers for taking just a little extra of their time to stop and talk to our sometimes lonely customers. People tell us they appreciate volunteers for taking the time to talk and listen to them.

During the year we held a BBQ at our local Bunnings store and raised in excess of \$1200.00 which went towards providing customers' Christmas Hampers. 60 volunteers attended our Thank You luncheon and it was very good to see new faces and get to know each other.

Lastly without the committee, cooks, drivers and deliveries this kitchen would not be what it is today. A very big thanks to all.

### CLARE

Last September, 52 of our volunteers attended a Thank You dinner at the Clare Bowling Club, which was prepared and served by the Bowling Club Catering Committee. The meal was followed by the presentation of service awards for 17 volunteers.

Clare Primary School invited members of our committee and others from the many service groups, to an afternoon tea and tour of the school, to thank and celebrate local volunteers.

An article was recently placed in the Plains Producer, about 2 of our volunteers – Beryl Pearse our longest serving and one of our original volunteers and her delivery partner Mandy Drew, a young mum who delivers meals during her lunch break.

We have over 80 volunteers at the moment, including 6 younger volunteers (meaning under 50), 13 couples and a corporate volunteer.

### COPPER COAST

The Copper Coast Branch incorporates the communities of Kadina, Wallaroo and Moonta. This year the Moonta kitchen celebrated 50 years of continuous operation and continues to provide approximately 85 meals per day to the three communities. Unfortunately some of our experienced kitchen staff have decided to 'hang up their aprons' for the last time, after many years of valuable service. Their commitment has certainly been appreciated.

The appointment of Joanne Cameron as the Regional Branch Support Officer has been a fantastic boost to the region and her commitment to the role has been exceptional.

My sincere thanks to our volunteers and committee for their dedicated commitment throughout the year.

### COWELL

Meals on Wheels Cowell Branch has operated smoothly over the last twelve months thanks to Cowell Hospital kitchen staff and our caring volunteers.

We appreciate the District Council of Franklin Harbour doing our photocopying free of charge.

Christmas hampers were delivered to our customers just prior to Christmas thanks to Lions Club donation of cakes and other items donated by committee members.

This year saw the retirement of our Chair Marilyn Curtis whom held the position since 2009.

It was with sad regret we saw the passing of Val Tonkin, a foundation member of our branch. She did a lot of work over the years and more recently became a customer. We also note the passing of volunteer Tom Kent.

Thirty two volunteers attended a Christmas lunch at the Commercial Hotel which was appreciated by all.

Sincere thanks to all committee members, volunteers and hospital staff for their dedication.

**CRYSTAL BROOK**

70 volunteers enjoyed a 2 course meal in appreciation of their dedication and support.

We combined our awards with our AGM followed by morning tea. Congratulations go to our long serving volunteers Shirley Hunt, Sandy Curtis, Alan Young (25 years) Coral Seidel (40 years) Audrey Forgan (45 years). One of our customers, Eunice Smart, also celebrated her 100<sup>th</sup> birthday in March.

Customers received Christmas cake which was delivered with their Christmas meal.

**CUMMINS**

Once again our branch has had a very successful year with wonderful support from a very dedicated team of 60 volunteers delivering meals. We have a few registered volunteers on standby if rostered volunteers are unable to do their duty.

It has been a very quiet 12 months of customers receiving meals and we are appreciative of the support received from the Hospital Kitchen Staff. We are also very grateful to the Cummins Lions Branch for generously donating Christmas Cakes to our customers.

Several Committee members attended the Regional Workshop in Port Lincoln. It is an added bonus to meet with Central Office Coordinators, who enlighten us with interesting workshop topics. We enjoy meeting with other branches giving us insight into the running of their branch.

At our July Annual General Meeting we will welcome a guest speaker, who will explain their role as a Speech Therapist specialising with a wide range of ages including Aged Care.

Sincere thanks and appreciation go to our wonderful volunteers and Committee, especially for their dedicated commitment for a very worthy organisation.

**EDWARDSTOWN**

The year has passed with few problems thanks to all the committee and volunteers who have assisted well.

Our meal numbers have remained static, and we hope that this will begin to increase as new people move into the area and hear about the lovely service we offer.

Both the kitchen and delivery team has performed with very few hiccups and I must thank the committee who have assisted in all ways possible to produce meals for those who need it.

Once again, we thank the Castle Plaza Tavern Social Club for their generous donations which allows our group to maintain our Easter and Christmas gifts to our customers. Thanks also to the Edwardstown Rotary Club who supply a driver every Thursday over the past 50 years.

**ENFIELD**

We happily advise that our garden production and hard work by Max Smith has produced - 261kgs pumpkins, 84kgs zucchinis and 67kgs potatoes. This represents the freshest produce you can get, and a saving to the kitchen this year of \$905.00.

As volunteers, we enjoyed our friendship together at the Christmas lunch at the Windsor Hotel. Bunnings Churchill Rd provided one voucher this year. The Secretary sourced more "door prizes" from local shops with 12 happy volunteers going away with hair products, Woolworths and Foodland shopping vouchers and gifts from Coles.

In order to produce our customer Christmas hampers we held a sausage sizzle and approached the Prospect Rotary who have kindly donated \$500.

Well done to all!

**GAWLER**

I would like to thank all the volunteers past and present for the contributions towards making the Gawler branch work. After many years of volunteering as the Client Service Coordinator, Jenny Leadbeater stepped down from her role, and we thank her for a wonderful contribution to the branch and community.

On our busy days we are producing more than 80 meals, with a choice of the main dish. People appreciate this choice, as they do the friendly volunteers that deliver to their home.

Again this year, our customers enjoyed Christmas cakes decorated by the Northern Cake Decorators group, and we thank them for their ongoing support.

We are thankful for the many volunteers that come in when needed.

**GILBERT VALLEY**

Our branch has had thirty three volunteers that have reached 30 years' service or more, and this year we celebrate Ruth Schmidtke and Barb Noack reaching 45 years of service. It is an outstanding achievement, as our branch also reaches 45 years. Congratulations to those volunteers.

As in other years, we treated our volunteers to a wonderful luncheon at our AGM and Award Ceremony, and treated our customers to a Christmas Dinner, complete with a visit from Santa bearing gifts. We do appreciate our volunteers and customers, and this is one way of showing them this.

We have had two volunteers step up to take a role on our Committee this year, which is very rewarding. Also, we have to say a big thank you to those retiring, and we wish them well.

**GOOLWA**

The past year has seen some changes in our volunteer numbers. While some have left for various reasons, we have had some positive enquiries.

We delivered surprise Christmas hampers to all of our customers. We also delivered a gift to them at Easter.

The volunteers were treated to a much enjoyed lunch at the Goolwa Hotel for Christmas, and various awards were presented with a gift for all volunteers in appreciation for their time and effort.

At this time we would like to thank the Victor Harbor Kitchen for cooking some very appetizing meals, which our recipients have enjoyed. Also the Tennis/Netball Clubs for sharing their club-rooms. Thomas and Mackay Optometrists for being the keeper of our club-room keys. Last but not least our volunteers, including our Volunteer Services Coordinator, Carol, who is very dedicated and along with her husband John, our Volunteer Coordinator, keeps our branch running smoothly.

**HALLETT COVE**

Hallett Cove Branch has enjoyed some lovely social events with our volunteers over the past year. In November, 55 volunteers and invited guests attended our Christmas lunch to celebrate Meals on Wheels 50 millionth meal delivery milestone earlier in the year. It was lovely to see so many volunteers attend and we all thoroughly enjoyed ourselves.

One of our volunteers, Pauline Roots, again provided our customers with hand-made gifts at Christmas and Easter. All customers received a lovely hand-made Christmas card and Christmas cake donated by our local Lions Club. At Easter they all received a hand-knitted chicken with an Easter egg. Our customers appreciated the personal touch of these lovely gifts.

In May, our branch had our annual Sausage Sizzle on a beautiful, sunny day. Most volunteers came along to enjoy a delicious meal and a chat.

Our Chair, Gordon Burns, is stepping down from his position at our AGM to be held in August. All the volunteers at Hallett Cove Branch wish to thank Gordon for his very efficient service over the past six years.

**HAPPY VALLEY**

Once again a year has passed with volunteers carrying out their duties delivering to our many customers in an efficient and good natured manner.

Our number of volunteers has remained fairly constant. We have our usual temporary exodus of volunteers enjoying the warmer climates during July to September, however a number of others have stepped in to ensure deliveries and kitchen duties remain fully covered. We thank and congratulate all for their current and future service.

Our customer numbers have fluctuated during the year and have steadied and are 154 at the end of July. All customers were given a hamper of goodies sourced, packed funded and delivered by our volunteers for Christmas.

We are now fully operational on the new database and have several staff conversant with its intricacies.

Socially we held three barbecues which were well attended by between 60 and 70 at each with our Christmas lunch being attended by over 100 volunteers and partners.

There were 7 volunteers who attended the Southern Regional Workshop at Glenelg with all confirming their enjoyment of both the venue and the content of the workshop. In addition the kitchen had 8 representatives at the Meals on Wheels Annual General Meeting.

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.

**HENLEY AND GRANGE**

Henley and Grange Branch has enjoyed a very busy and rewarding year. Branch weekly meal numbers are back to 600 with the inclusion of the West Lakes Shore following a boundary change.

The annual luncheon at Lockleys' Hotel was attended by 75 volunteers and guests. At the AGM five volunteers were added as Life Members (15 years) and three recognized for 20 years. In August our two longest serving volunteers, Dawn Harrison and Janice James attended a reception at Government House. A loved and respected past volunteer, June Swan passed away in November. She was Branch Secretary for 41 years of her 43 years of service.

In June the branch successfully participated in the Aged Care Quality Assessment. The Branch Client Services Coordinators are currently mastering the introduction of the new data base. Thanks to all branch volunteers especially Committee Members, and our two BSOs, Anthony and Kirrily, for ensuring the branch runs so smoothly.

**HINDMARSH**

Hindmarsh Branch had 120 customers at the end of the year serviced by 43 volunteers. Despite these low volunteer numbers, meals were delivered each day, and customers were still recognised with cards at birthdays, received eggs and hot cross buns at Easter, and cakes and sweets at Christmas. The donation for Easter from Bernie Lewis Home loans was much appreciated.

A branch priority is to recruit more volunteers, especially drivers. Some volunteers are attending 4 to 5 days per week to help fill gaps, and we appreciate their efforts, but want to be able to share the load. Since 27 May 2019 we have been sourcing the main

meals from Kent Town on Monday to Thursday while we look to recruit new "cooks of the day".

During the year volunteers celebrated Christmas in July on 4 July 2018 and Christmas on 28 November 2018, both at the Buckingham Arms Hotel. Approximately 10 volunteers also attended the film night.

**KAPUNDA/EUDUNDA**

Kapunda/Eudunda customers numbers have fluctuated throughout the year. Currently in Kapunda we deliver meals to 17 customers and 2 customers collect meals from the hospital kitchen. Eudunda currently delivers 5 meals.

We continue to try and recruit new volunteers after we lost a couple of volunteers from our deliveries roster.

Kapunda/Eudunda branch will be holding their AGM at the end of August and we look forward to continuing to service the region.

**LAURA AND DISTRICTS**

This year has been very quiet with our Georgetown and Gladstone branches remaining in recess with only one customer receiving frozen meals in Georgetown. Gladstone have had a few customers receiving frozen meals from time to time but alas nothing permanent. Laura Branch has had a very quiet year this year with up to six customers and now sadly back to only three customers. Both branches still have a very healthy volunteer base.

We have seen a steady decline in our customer delivery and have addressed a few issues with our meals, however we seem to be battling against frozen/pre prepared meals at affordable prices and also of reasonable quality. We are currently working with the hospital to increase the awareness of Meals on Wheels and the extra benefits, such as someone visiting daily that a frozen/pre prepared meal cannot provide. The other issue may also be with the aged care providers being able to help prepare meals within the customer's homes. The solution to these problems seems to be unclear.

On a brighter side we are celebrating our 40th year in August with a luncheon for our past and present volunteers and also our current customers. We are very proud to have three of the inaugural volunteers still in service.

**MANNUM**

Mannum Branch currently has 39 volunteers as of June 2019.

Mrs Raeleen Schache and her husband Mr Murray Schache were Foundation Members, commencing in 1975 in Mannum. Sadly, Murray passed away last year. Raeleen continues as the faithful volunteer that she is. Thank you Raeleen.

Our current second longest serving volunteer is Mr Geoff Gobbett, 27 years. Geoff's daughter, Mrs Tracey Bond is also a volunteer, has served for 11 years to date. This year, Mrs Denise Forrest has reached the great milestone of 20 years.

Thank you to all the hard working MOW Committee Members and to our wonderful volunteers for your services to our community.

**MEADOWS**

An up and down year in the number of customers for our branch but our volunteers have continued to make their time available despite sometimes not being needed on the day.

This year we celebrated 40 years of service in our branch. We still have 3 original volunteers and one original customer!

We celebrated with an afternoon tea at Meadows Uniting Church, where it all started, but with meals collected from the Mount Barker hospital, and of course dished out to each customer, of which there were many!

The inaugural President, at 94 years old, attended, and it was an interesting and enlightening gathering.

It is an amazing achievement and we reminisced about many customers and volunteers no longer with us and we had lots of laughs.

The local community newspaper journalist attended and recorded it with great photos.

**MILANG**

Milang Meals on Wheels Branch is located at the Milang Old School House Community Centre (MOSHCC) and run by a small dedicated team of people comprising the MOSHCC book keeper, two volunteer deliverers, the helpful volunteer receptionists who pass on customer messages to the team and the volunteer MOW Coordinator.

This financial year saw the passing of one customer and a series of new customers signing on for short periods to get them through difficult times.

The small team prides itself on remaining flexible to meet the needs of our local and district customers whose circumstances can change rapidly without warning from week to week. The Milang and Districts Meals on Wheels team look forward to continuing to serve our local community members with this valuable service.

**MINLATON**

For this 12 month period, the branch has continued to serve meals on weekdays and Public Holidays to residents numbering between 1 and 8. We delivered a total of 673 meals over the 12 months, averaging 56 per month, a decline from last year although numbers picked up in June.

Our volunteer numbers have remained static at 30. There are still sufficient numbers of these to spread the delivery load and have some remain on a reserve list.

Our office holders all are continuing in their positions and our AGM will be held on September 11th.

Our Christmas lunch, open to all customers and volunteers was well attended with many appreciative of the generous discount we were able to give them from our holding reserves.

**MITCHAM**

Mitcham has again enjoyed a successful year, with an increase in meals being noted over time.

As of June 2018 the number of meals delivered throughout the financial year was at 42,119. There has been an increase in the requirement for texture modified meals. There have been a few changes in volunteer staff, with a change of Secretary, Volunteer Coordinator and Client Services Coordinator. Some volunteer deliverers have moved on, but we have also welcomed new volunteers into the team.

One of our volunteers, Helen Doley has achieved the remarkable milestone of 45 years delivering food. Helen must have seen huge changes since she joined Meals on Wheels to the present day. The 50th millionth meal was marked by a volunteer's luncheon which was enjoyed by all.

The branch is getting ready for a change to the new database which will be interesting and another challenge in providing such a valuable service to our community.

**MORGAN**

Each branch has a unique composition of members and has a differing set of challenges from other branches. As a result the leadership challenges vary in the path towards our common goal for Meals on Wheels, which is to provide support to people so they can remain where they belong. Be where they want to be.

Morgan branch is no different in being different. Currently we face the challenge of rebuilding from the sudden resignation of our Treasurer/Secretary. Our new Treasurer Marion Reece is doing a sterling job at learning the tasks involved. As with other branches we have trouble filling the more work intensive administrative positions, so there is no full Secretary yet. Hopefully the future will see a streamlining of these positions to diminish the work required of customers.

Raelene Bowden is outstanding in her work as Coordinator, both for volunteers and customers.

Marion Reece and Raelene Bowden both deserve special mention for their exemplary service, and high morale and ability to happily bring others with them.

**MOUNT GAMBIER**

Mount Gambier has had a wonderful year for the 2018/19 period and also a time of great change. During the last 12 months Mount Gambier has delivered 31,905 meals with on average approximately 150 customers – and around 119 meals per day.

There was sadness with the passing of our previous and much respected Chairperson Ivan Mahoney. We welcome our new Chair Heather Hadnum and thank her for stepping into the role. She has approached the task with opened arms and has quickly become an active member of our Mount Gambier team.

We have had a change of Kitchen Coordinator, Gail Williams resigned from the position after serving 8 years. We would like to thank Gail for her dedication and doing a wonderful job

organizing such a busy kitchen. We have welcomed Chris Lovelock into this role and she has picked up the reins and is doing a great job.

We have also said goodbye to Judy Summers, our long term Volunteer Coordinator. She has been a wonderful member of Mount Gambier Branch and dedicated a lot of time driving and delivering with her husband Rodney. We welcome Barry Williams who is also doing an amazing job.

This year Christmas was celebrated with a goodie bag delivered to each of our customers. These are always cooked and prepared by our dedicated volunteers. We also celebrated Volunteers Week with a Sunday lunch at one of our Hotels. It was a wonderful turnout which was well received by all that attended. We hope to carry this on as a yearly event to say thank you to all that contribute.

**MURRAY BRIDGE**

On the 19th of September 2018, Murray Bridge Branch celebrated the 50 Millionth Meal occasion with a lunch at the Bridgeport Hotel in Murray Bridge. The one hundred and one people attending enjoyed the meal and a great time was had by all.

Eight members attended the MOWSA Branch Officers Conference on the 27th of October 2018, held at the Glenelg Golf Club.

The Awardee Day on the 16th of November saw our 40-year volunteer Flo Pickering receive her award from S.A Governor Hieu Van Le.

Our Christmas afternoon tea was held on Monday 10th of December at the John Dohler Hall, and volunteers received awards and McCue's Bakery catered for Afternoon Tea.

Five volunteers from Murray Bridge attended the Regional Workshop at the Highbury Hotel on the 23rd of May.

Mark from Central Office attended our office on Thursday June 13th to inform volunteers about the "Be Connected" project and how to use technology to stay connected as we get older. Three people attended and more classes are to follow.

**NARACOORTE**

This year has been a memorable one with our branch becoming the first non-kitchen branch in SA to implement the choice menu for main meal, giving the customer two options for main and they have control of their decision of choice. This has been well accepted by customers. The choice menu had been in discussion for a long period of time. Special thanks to Peter, Lisa, Marlene, Hospital Kitchen Team Leaders and Kitchen Staff.

Christmas time once again saw a couple of volunteers deliver a small Lions Christmas Cake and a Sweets Pack to all our customers. This year also saw recognition being given to Joy Davies for 45yrs service to Meals on Wheels in Naracoorte.

The branch has recently picked up new volunteers to replace those volunteers who have moved on for various reasons. Our branch looks forward to servicing our community in the future, which helps customers remain living in their own homes or units.

Thank you to all Naracoorte volunteers.

**NORTHFIELD**

Another successful year of operation for the Northfield Branch. We celebrated our 25th birthday on the 19th of July 2018 with a luncheon at the Blue Gums hotel. One of our valued customers Mr Paul Lawson was invited to the luncheon as a surprise to celebrate his 100th Birthday. Each Christmas Mr Lawson hosts an afternoon tea at our kitchen as his way of thanking our volunteers for all their dedication.

Hampers were sent out to our customers at Christmas which as always were greeted with grateful thanks. We must thank the Gilles Plains Lions Club, Woolworths, Coles and our volunteers for their contribution.

We pride ourselves in enabling our customers to receive frozen meals all year round not just at holiday times. Since our inception we have delivered 560,839 meals. We are grateful to Central Office, Kent Town staff and BSO Rosslyn Andrews and Anthony Medcalf for their ongoing support.

Chair Ann Hobbs wishes to sincerely thank the committee and all our dedicated volunteers for enabling our branch to operate smoothly which enables our valued customers to live independently in their own homes.

**NORWOOD**

This year we held our luncheon, Annual General Meeting and presentation of service awards at The Buckingham Arms Hotel. The function was attended by approximately 40 volunteers. In addition, we hold a Christmas lunch at the branch and our usual raffle where everyone gets a prize. This always provides much fun as some gifts are wrapped so contents can't be seen. Money raised offset the cost of the meal.

At Easter customers received a card made by students at Pultney Grammar School and hot cross buns, which were purchased from donations from Coles.

For Christmas, we supplied customers with small gifts donated by Lions, Norwood Foodland and volunteers. As in past years we were also able to give old prescription glasses we collect to the Lions Club for their re-use.

As happens each year we have farewelled a few of our volunteers and welcomed others to our kitchen. However we have struggled with lower volunteer numbers for drivers and deliverers. Thanks to the efforts of all volunteers, particularly those who have given extra time to cover for others absent for either holidays or illness, we have been able to provide the same level of service for another year.

And to office bearers for the year – a special thank you!

**ONKAPARINGA VALLEY**

The Onkaparinga Valley Branch based at Woodside has been operating for 40 years. To celebrate this anniversary we held a luncheon for our volunteers incorporating our AGM in July. On that occasion we were able to present service awards to two volunteers who had served for the 40 years of operation of the Branch, which is a great achievement. Christmas gift baskets were again delivered to our customers. These are made up of local produce much of which is donated by local businesses and community groups. These are well received by the customers who appreciate the extra special attention for the festive season. Customers are also visited regularly by our Client Support Coordinators who arrange for cards and birthday cakes on the occasion of the customer's birthday. Our branch is well supported by the local committee who work well together keeping the focus on our service to the community.

**PETERBOROUGH**

Peterborough Branch has once again had a very successful year, with currently 38 volunteers and 18 customers.

Once again we held a successful Christmas Lunch for volunteers and Clients with entertainment by locals. Guests included Regional Branch Support Officer, Joanne Cameron and our Mayor, Ruth Whittle. Christmas cake and lollies were given to all volunteers and customers as a thanks.

In February we held our AGM, presented by Joanne Cameron, and all positions were filled with everyone enjoying a lovely meal at a local Hotel following the meeting.

11 volunteers received service awards, including Mrs Carmel Harvey for 40 years of service.

At Easter time our customers received a hot cross bun and Easter eggs.

In May we went on a bus trip to visit Port Pirie MOW Kitchen where we had a lovely morning tea with some of their volunteers. We then travelled to Wallaroo for our Volunteers Lunch at The Alehouse. 25 volunteers had a most enjoyable day.

**PLAYFORD**

We currently have 50 dedicated volunteers. Some volunteers have their own health issues but are still volunteering! We thank all our wonderful volunteers.

Customer numbers are slightly improved on last year. This year we have delivered 26,019 meals.

Fundraising is well supported in the Playford branch and we do sausage sizzles at Bunnings and small raffles throughout the year.

Awards are presented at the Christmas Luncheon in November. However, we also presented 2 awards to a couple, who were ceasing their volunteering after 13 years due to health issues, at our Christmas in July social function. Santa, delivered Christmas cake to customers and photos were taken to give to them.

Once again a big thank you to our fantastic team of volunteers and our support officers: it is a privilege working with you all.

**PORT BROUGHTON**

The Port Broughton Branch celebrated its 40th Anniversary with an afternoon tea on Wednesday the 26th of September 2019. 3 members received their 40 year service awards: Mavis Kerley, Joy Winen and Margaret Bennier.

Thank you to all volunteers for the time and effort that they commit to Meals on Wheels. Thanks also to the Port Broughton Hospital staff for the provision of delicious meals for branch recipients.

Volunteer numbers remain steady, however new volunteers are always welcome.

**PORT LINCOLN**

We currently have 90 volunteers delivering around 300 meals per week to approximately 86 customers in Port Lincoln and the surrounding areas.

We have celebrated some wonderful milestones achieved by our volunteers. Irene McInerney was recognized at a Governor's reception for 40 years of service and Barbara Bartsch received her 15 year Life Member badge. Well done ladies!

We welcome back Julie Low to our branch Chair position following the resignation of John Daniels. Many thanks to John and Faye Daniels for stepping up to serve our branch and doing such a great job in our time of need. It is with great sadness too that we say goodbye to Michael and Vicki Brown who have been our branch Treasurers for 4 years. Their dedication always reached so much further than the finance area and included organizing our AGM and Awards day and also Christmas gifts to both volunteers and customers. All their efforts were much appreciated.

In September we attended an Aged Care Expo in Port Lincoln where we were able to join in and showcase our services to the public.

We participated in an Ageing Well Workshop in September, exchanging ideas with other community services on how to improve the services to the Aged persons in our community.

Thanks go to the volunteers who involved themselves in these events.

**PORT PIRIE**

We have had another successful year, thanks to our committee and volunteers, who work tirelessly to provide an excellent service to our customers. It is pleasing to report a steady increase in the number of meals being prepared and delivered each day. Thanks to Nystar our major sponsor and many other generous donors, we were once again able to deliver wonderful Christmas hampers to our customers and they were all received well by all. Sincere thanks to my committee, volunteers and our new Branch Support Officer Jo, my job as Chairperson is made a lot easier because of their support. Thanks also to all the staff at head office that are always there when called on for assistance.

**PROSPECT**

Our year has been fairly uneventful thus far after the big celebrations for our 60th Birthday in 2018.

The Volunteers Awards Day and AGM is held in September each year and is well supported by our volunteers. This year we will recognise 40 years of service by Dawn Mutton, 20 years by Keith Healey and Pam Cook plus six recent volunteers will receive their certificate for a year of service.

We have the same problem as other branches in that our volunteers seem to prefer warmer climates during our winter which can put some pressure on the remaining volunteers. However we are lucky that their absences are willingly filled by our remaining volunteers.

Our customer numbers fluctuate due to demographic changes in our area, and we continue to explore ways in which we can meet our customers' special needs.

We look forward to our continuing service to our community.

**RENMARK**

What an interesting twelve months it has been .... We are seeing a general trend in new customers to receive meals only on Mondays. Wednesday and Fridays, a steady trickle of our aging volunteers retiring and greater difficulty acquiring new volunteers to replace them.

The new Meals on Wheels advertising is looking positive, but we have had some issues with the main meal lids. Other challenges the branch has handled this year include the many product recall issues from Kent Town, some pre made meal components and then additional freight costs, the new first aid kits arriving, implementing a new data base and with the computer instructions to learn. Thanks go to my local volunteers who deal with these tasks.

MOW's core purpose is to provide a nutritious HOME (style) cooked meal prepared by volunteers. In a changing world we look to the future with a broader selection of our available recipes and promoting the service in rural areas.

Keep up the good work everyone..... Onwards and upwards

**SALISBURY**

The Salisbury kitchen completed another busy year with a total of 41,000 meals prepared and delivered to approximately 200 customers.

We are fortunate to have a group of dedicated volunteers who work in the kitchen, the office or as deliverers, on a regular basis.

During the year we received support from a group of students from Paralowie Secondary College. Many are migrants to Australia; from many different parts of the world.

The Christmas Lunch for volunteers was held at the Salisbury North Football Club in December 2018, with many people receiving their service awards from our Branch Support Officer, Kevin Cunningham.

Once again we received a donation from Salisbury Council so that we could provide a small food gift bag to our customers.

**SNOWTOWN**

Snowtown has 40 volunteers most of whom deliver only once a month. At present we deliver to 9 customers who enjoy our volunteers delivering meals to them and they also enjoy the meals.

Christmas gifts were presented to our customers this year and were greatly enjoyed.

This year two volunteers will receive 15 Year Awards and two volunteers will receive 25 Year Awards which is a great achievement.

The Snowtown Hospital Kitchen Staff prepare the meals for our customers – a big thank you to them.

Thank you to our Committee and all volunteers for the time given over the year.

**SOUTHERN YORKE PENINSULA**

We are blessed with a full complement of volunteers. Meals are collected from SYP Hospital and distributed within Yorketown. There are about 12 customers on the delivery list, with some having meals daily and others 2 or 3 times per week. The quality of the meals has been commented on recently, with recipients appreciative of the meals.

Those who do the deliveries work well together and swap days and fill in for those sick or away from home.

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

**STANSBURY**

Our branch has continued to run smoothly thanks to our willing volunteers and committee members.

In appreciation, we invite our volunteers and our customers to our AGM and Service Awards presentation held at the Dalrymple Hotel with a complimentary lunch, where a representative from Central Office speaks and presents the Awards. This year at our AGM, we will celebrate 30 years of delivering meals to customers in the Stansbury area.

Although the number of customers has fluctuated, all have enjoyed receiving their regular meal deliveries, catered by the kitchen of Eldercare Elanora, Stansbury, whom we thank for their services.

The Lions Club generously supplied Christmas cakes for hampers at Christmas time again, which are always well received by our customers.

The President of our branch, Margaret Johnson, was honoured by being named as Stansbury Citizen of the Year on Australia Day 2019. Congratulations to Margaret.

**STIRLING**

This year has seen our customer numbers increase with most new customers being in the 80-90 year old range.

We are supported by local businesses and community groups to help with Christmas hampers and Easter gifts to our customers. Thanks to the generous support of the Stirling Community shop, Stirling Markets, Barb Evans, Hahndorf Lions, Yvonne Evans, Romeo's Foodland, the Party Shop and Bakers Delight who all provided generous donations and contributions.

The Stirling kitchen is very fortunate and appreciative of the many food donations which we receive from local suppliers who provide potatoes, pumpkins and apples and which assists our Branch greatly.

We were pleased again to have high school students and nursing students undertake work experience during the year. We value their commitment and positive feedback. A program of this nature is a positive way to introduce them to Meals on Wheels which may allow them to consider volunteering in the future.

We look forward to continuing our wonderful work throughout the hills as we approach our 50 years of service in our community.

## STRATHALBYN

Another successful year of serving our community with meals.

The Hospital has provided nourishing and palatable meals and they have been delivered by a willing group of around 80 loyal volunteers.

The hospital staff are finding the new trolley a real advantage but we have several loyal members struggling with the weight and shape of the main meal hot box. If a lighter alternative could be found it would be gratefully received.

The Christmas hampers were well received again this year and the bus trip to Adelaide for the film day was well received and a full bus load attended.

The committee has worked well together and facilitated the smooth running of a well-respected service. Lyn Kearvell has been a very effective secretary. Pauline Wittwer has diligently handled our money, Derry Proud has rostered our volunteers and made sure that 4 people are available each weekday to deliver the meals. Jenny Thomas has been a great hostess for our meetings and make sure our volunteers worked in safe conditions. The rest of the team are Tania Richardson, Sue Proud, Peter Radford and Belinda Smith

With the Strathalbyn population over 65 increasing over the next 10 years and more people are encouraged and supported to choose to remain at home our service will have an increasing importance and need. We are now delivering over 18 to 30 meals per day depending on needs.

We thank head office for the communication and support they give every year.

I thank the current members of committee who are making themselves available for next year and would invite anyone who would like to join us to put their name forward.

## TUMBY BAY

This financial year commenced in the usual way with some difficulty in filling branch positions, but 3 new committee members bode well for the future.

Customer numbers took a dip through the summer, but are now slowly building again.

We delivered 3839 meals for 2018/19 and since inception 221,186.

Our first celebration for the year was National MOW Day and a luncheon was catered by the year 11 and 12 hospitality students at Tumby Bay Area School which contributed to their marks for the year. It was attended by customers and committee and greatly enjoyed.

As usual, we provided a small food hamper to customers for Christmas, funded by volunteer donations. This is always greatly appreciated.

Prior to Christmas our Chair and Volunteer Coordinator suffered a setback which resulted in her resignation and the volunteer position has been filled by one of our new committee members, resulting in an influx of new volunteers which is great.

Our branch holds a committee meeting the first Monday of each month and members then move on for a social cup of coffee at one of our wonderful local venues.

## TWO WELLS

Two Wells deliver frozen meals on a fortnightly basis. Our customer numbers have varied during the year, ranging between 5 to 11. We have 10 volunteers, and congratulations go to Lorraine Goss who is about to complete 30 years of service – an amazing effort.

Our "home base" is still on the move, and we have had to move once again from the Op-Shop to the Catholic Church and now to the Craft Shop. Talks have commenced with the Adelaide Plains Council re providing a permanent home for the Meals on Wheels Two Wells branch.

For our mid-year luncheon we journeyed to the Lyndoch Lavender Farm.

Our Christmas Meeting and also our Annual General Meeting were attended by Rosslyn Andrews, our Senior Branch Support Officer, who has been a big help to our branch over the year. The election of Office Bearers went very smoothly and no changes were made again this year.

Christobel Crabb and Bec O'Brien once again made our famous Christmas hampers with the help of Maria Pellizzari who generously makes Christmas cakes and donations of goods from the Two Wells Bakery.

Once again I would like to thank ALL our volunteers who do fantastic work for our Meals on Wheels branch - and of course a special Thankyou to Judi Frost for doing all the work she does.

## WAIKERIE

This has been a year of challenges and celebrations.

Our branch celebrated its 50th anniversary in April. An afternoon tea was held in May at the Waikerie Bowling Club. It was great to see 70 volunteers attend. Steve Dibben, the President of Waikerie Rotary club spoke as Rotary had the foresight to establish the branch. They built our kitchen and fitted it out. It was a lovely day and Desma Kleemann, one of our first cooks, cut the cake.

We have had challenges with a lack of volunteers in the kitchen. We are thankful for the volunteers who have done extra shifts. We have been fortunate to get some new cooks.

We were able to preserve fruit donated by local growers. Being able to preserve fruit greatly reduces our costs.

We were able to recruit a new Kitchen Coordinator and this has been great. Our kitchen received a much needed paint during the year.

A huge thank you to the staff at head office for all their help and an even bigger thank you to all our wonderful volunteers.

## WARRADALE

Throughout this year we have provided a hot nutritional meal to approximately 160 customers, thanks to our dedicated band of volunteers. Those in the kitchen take great care and pride in the preparation of meals which are delivered by our volunteers on the road come hail, rain or shine. We welcome new volunteers Janet Kennedy and Jenny Horlin-Smith to our admin team.

Marion City Council Unsung Hero's Awards were presented to Dean and Audrey Govan, Tony Pope and Ian and Deidre Denny for their years of service at Meals on Wheels. Appreciation to Marion City Council for the opportunity to acknowledge the contribution made to the community by our volunteers.

We extend thanks to Corey Wingard MP for his donation to our social club funds which allows us to provide Christmas hampers, Easter, Mother's and Father's Day gifts which are all received with heartfelt thanks by our customers.

Marion City Lions Club never fail to provide us with Christmas cakes and we are indebted to them for their ongoing generosity.

Our Christmas wind-up and service awards presentation was attended by 100 members and guest Mayor Kris Hanna, and a hot spit roast was enjoyed by all.

## WHYALLA

Our customer numbers have fallen this year but we have enough volunteers to do a wonderful job. It has been a difficult year with one of our Volunteer Coordinators, Barb Grinter, off work for many months, and our Client Service Coordinator, Terri, is also absent.

Fortunately, we have welcomed Wendy Patterson to assist and she is doing a wonderful job.

We again had a volunteer lunch at our AGM, when we presented 23 awards.

In August, Val Geering represented the branch at the cocktail party at Government House.

We had three volunteers attend the awardee luncheon in November, with Judith Hill and Dawn Green receiving awards for 20 years' service and Val Geering for 40 years. Again we thank our 2 Lions Clubs for providing Christmas cakes for our customers.

Thanks to our committee members for their support and to all our volunteers for their work during the year and Central Office for their continued support.

## YANKALILLA

The work of the branch has continued to be done smoothly and efficiently.

Health, moving house and gaining employment have once again caused a loss of volunteers. Fortunately new volunteers have come forward to fill most of the vacancies.

Our workforce turnover has been about ten percent.

In July the kitchen changed from its previous four week menu rotation to the five week rotation. Because our kitchen roster is a four week rotation many of our volunteers approached the change with trepidation, because we were accustomed to the comfort of preparing the same meals for six months at a time. The change, however, has been implemented smoothly, with many workers enjoying the variety.

The best thing about the branch is the friendly atmosphere generated in the kitchen by all our volunteer teams.

*More  
than just a  
meal.*

MEALS   
ONWHEELS®

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

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

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