



Annual Report 2018

Meals on Wheels (SA) Incorporated



50

Patron

His Excellency the Honourable Hieu Van Le
AC, Governor of South Australia

Board Members

President

Mr W Coomans

Vice Presidents

Mrs H Richardson
Mrs S Mudge
Assoc. Prof. R Penhall

Honorary Treasurer

Mr K Reid

Elected, Delegate and Co-opted Members who served on the Board of the Association in 2017-18

Ms P Gale
Ms E Hamilton
Mr D Henderson
Mr A Lipschinski
Mrs A Perrott
Mr G Colquhoun
Mr G McLaughlin
Mrs S MacDonald
Mr R Wray
Mr M Kearns
Mr D Memen
Mrs C Monck
Mrs K Dansie
Mrs J Low
Mr P Siebels

Leadership Group

Chief Executive Officer

Mrs S Broer

General Manager Service Operations

Mrs J Bonnici

Executive Manager Infrastructure & Cook Chill Production

Mr E Coronica

Executive Manager Corporate Services

Mr D Smith

Professional Services

Auditors

HLB Mann Judd
169 Fullarton Rd, Dulwich

Lawyers

Lynch Meyer
190 Flinders St, Adelaide

Bankers

National Australia Bank
48 Greenhill Rd, Wayville



**Our 50 millionth
meal delivery
reinforced the
vital role played
by Meals on
Wheels SA.**



Report from the President



Bill Coomans, JP
President
Meals on Wheels (SA) Inc.

This has been a memorable and historic year for our Association. We celebrated the delivery of our 50 millionth meal to the South Australian community, 50 years after the passing of our founder, Doris Taylor. We successfully fought for an increase in Commonwealth Government funding to bring the minimum level of financial support offered to South Australian consumers in line with their interstate counterparts. And we made a major investment in our future meal production capability by securing a suitable property for redevelopment as a co-located production kitchen and corporate offices.

On Wednesday, 30 May 2018, our Patron, His Excellency the Honourable Hieu Van Le AC, Governor of South Australia and Mrs Lan Le, made the 50 millionth meal delivery to former Port Adelaide Branch volunteer and now customer, Mrs Betty Gottsch. His Excellency and Mrs Le performed their delivery volunteer duties admirably and once again impressed upon volunteers and the community their high regard for our organisation.

His Excellency and I paid tribute to the generations of volunteers who contributed to this inspiring achievement. From our humble origins, serving eight meals from a Nissen hut in Port Adelaide on 9 August 1954, we have grown to a state-wide endeavour where our volunteers regularly deliver around one million meals every year.

Meals on Wheels SA enjoyed fabulous publicity and positive public sentiment in the lead up to and after the 50 millionth meal delivery. To mark the occasion, special lids were printed for our main course containers, a memento key ring was presented to customers, volunteers and staff, and branches arranged local celebrations with a meal for volunteers being the central theme. The celebrations will continue throughout 2018, with a Reception in honour of volunteers to be hosted at Government House on our 64th birthday in August and a Gala Fundraising Dinner for our business and community partners in November.

Our 50 millionth meal delivery reinforced the vital role played by Meals on Wheels

SA and highlighted the strong community support for our organisation. Unfortunately, this level of support has not been evident in agreements with the Commonwealth Government, with the level of subsidy per meal to South Australian customers considerably lagging that of other states. In 2016-17, Meals on Wheels SA provided 10% of the national number of meals delivered through the Commonwealth Home Support Programme (CHSP), but received only 3.5% of the Commonwealth funding outlaid for this service.

As I reported last year, Meals on Wheels SA Chief Executive Officer, Sharyn Broer, led an Australian Meals on Wheels Association (AMOWA) lobbying campaign throughout 2017, aimed at increasing CHSP funding to Meals on Wheels service providers. An increase of \$5 million, representing an average increase of 50 cents per meal, would help forestall continued upward pressure on customer meal prices and ensure eligible older Australians could afford this essential service.

The campaign was extremely successful. In September 2017, the Minister for Aged Care announced an \$8 million increase in funding for CHSP meal service providers, to a total of \$77.5 million annually, effective from 1 July 2017. A threshold price of \$4.70 government funding per meal was established.

Meals on Wheels SA expected to receive at least \$1.1 million of the announced funding, based on our 2016-17 activity levels. Regrettably, we received no additional funding in 2017-18. The Department of Health and Minister for Ageing deemed Meals on Wheels SA ineligible for the additional funding, based on the structure of the existing CHSP Grant Agreement. The Board and management vehemently disputed this determination, which entrenched and exacerbated the disadvantage experienced by MoWSA customers who pay more than three times the government's contribution to the cost of their meal service.

In May 2018, Meals on Wheels SA received a CHSP Grant Agreement offer for the period 1 July 2018 to 30 June 2020, with

I am pleased to say that in late June 2018, the Board's offer to purchase an ideal property in the inner western suburbs of Adelaide was accepted. Contract negotiations are underway and we expect to make public announcements regarding the location and proposed building designs towards the end of 2018.

activity levels and funding on exactly the same unacceptable terms as our existing agreement. Attempts at negotiation with the Department of Health resulted in an impasse that threatened the entire funding agreement.

We would not sell out thousands of vulnerable older South Australians by accepting a Grant Agreement that grossly understated the level of need and current service activity in this state. Meals on Wheels SA mobilised Members of Parliament and Senators to prevent the perpetuation of this injustice and ensure a more equitable share of Government funding.

Our lobbying yielded rapid and welcome results. From 1 July 2018, our CHSP Grant Agreement for 2018 – 2020 applies the \$4.70 minimum threshold pricing to 800,000 meals per annum for an annual grant of \$3.76 million.

This increase of \$1.075 million per annum will bring Meals on Wheels SA's share of CHSP meal service funding up to just 4.9% for the 10% share of services delivered. However, it will enable us to cap CHSP meal prices below \$10.00 per meal until 2020-21 for the more than 80% of our customers who are eligible for this programme. In addition, we will break even on delivering services to the CHSP, improve the ongoing viability of our 80 volunteer-operated branches across the state and more effectively align our service delivery model with the Australian Government's focus on wellness and reablement.

It is worth noting that further aged care reform is on the government agenda. Meals on Wheels SA is fortunate in that our CEO, representing AMOWA, participated in a national Advisory Group regarding the potential to integrate the Home Care Package and Home Support Programs. It appears unlikely that there will be a shift away from the current block funding of meal services in the near future.

I advised in my 2017 report that the Board had approved a project to acquire, develop and commission a property as a new production kitchen with co-located

corporate offices. This major investment in fit-for-purpose, contemporary infrastructure does not require bank finance. It will be fully funded from capital reserves that have been stewarded by Meals on Wheels over the past 25 years for just this purpose. There will be sufficient funds from the disposal of the Kent Town and Wayville properties and remaining capital reserves for the continued investment in renovation and updating equipment at branch kitchens.

An exhaustive property search has been underway since late 2016, with oversight from the Finance, Audit and Risk Management Committee. More than 120 properties were considered, four offers were submitted without proceeding, and proposals were sought from developers. I am pleased to say that in late June 2018, the Board's offer to purchase an ideal property in the inner western suburbs of Adelaide was accepted. Contract negotiations are underway and we expect to make public announcements regarding the location and proposed building designs towards the end of 2018. The new facility is anticipated to be operating from April 2020.

The Board has sought to manage the risks entailed in operating the Kent Town production kitchen in the interim. To ensure continued compliance with food safety obligations, the ceiling in the meal production area was upgraded and flooring repaired. A generator has been installed to manage periods of peak electrical load, and to mitigate loss of stock in the event of power outages.

Membership of the Australian Meals on Wheels Association (AMOWA) provides considerable benefits for Meals on Wheels SA. These include a shared national voice and advocacy on issues impacting Meals on Wheels organisations, licence to use the trademarks 'Meals on Wheels' and 'More than Just a Meal', national publicity and a platform for research and education.

Meals on Wheels SA was pleased to host, as AMOWA Patron, the Governor-General His Excellency Sir Peter Cosgrove AK MC (Ret'd) and Lady Cosgrove, on 11 October, 2018.

This visit was co-hosted by the West Torrens and Glenelg branches. Fortunately, the West Torrens kitchen was large enough to hold the 53 guests in inclement weather. Sir Peter and Lady Cosgrove charmed our volunteers and commended their efforts, as representatives of our much larger volunteer force.

Our CEO, Sharyn Broer, and I have continued to represent South Australia on the AMOWA Board. Sharyn fulfilled the role of Secretary from August 2010 until March 2018, when she was elected President of the national body. At that time I stood down from my role as national Vice President to ensure that there was fair representation between the states in executive positions.

Along with several other states, Meals on Wheels SA has contributed additional funds over two years to enable AMOWA to appoint a part-time paid Executive Director. Experienced Adelaide-based non-profit director Kate Thiele commenced in the role in early June and she and Sharyn are already proving a formidable team on their regular visits to Canberra.

In September 2017, Meals on Wheels SA funded a contingent of twelve Board and Board Committee members, two branch members and six staff to attend the AMOWA National Conference on the Gold Coast. The CEO and I attended in our capacity as AMOWA Board members, and two volunteers funded their own attendance. A broad program of keynote and plenary speakers, workshops and panel sessions was offered, along with opportunities for networking and sharing of expertise and experiences. Announcement of new funding for Meals on Wheels nationally was a highlight, along with shared learning from our colleagues at Meals on Wheels America and Surf Lifesaving Australia.

One of my key responsibilities is to Chair the Meals on Wheels SA Board. There have been several changes in Board membership during the year.

In July we were saddened by the retirement of our Honorary Treasurer, John Hill PSM, for family reasons. As Honorary Treasurer, John

had been a Board and Finance Committee member since 2003 and chaired the Finance, Audit and Risk Management Committee from 2011. In addition to ensuring sound financial controls and growth, John contributed greatly to the governance of our Association through his Board and Committee involvement, participation in revision of our Constitution and development of our vision, values and strategic plans.

Prior to the Annual General Meeting elected member Peter Siebels and co-opted member Julie Low also retired from the Board for personal reasons, while Branch Representative Kate Dansie became ineligible to remain on the Board due to the unusual circumstance of the closure of her nominating branch.

At the Annual General Meeting, we farewell Vice President and former elected member and Honorary Medical Advisor Associate Professor Bob Penhall who had served Meals on Wheels SA as a Board member for some 21 years. As a geriatrician, Bob was a great advocate for improved nutrition of older people, and a valued contributor to the Marketing and Governance and Nominations Committees. Chris Monck's term as elected member also concluded at the Annual General Meeting and I thank Chris for her seven years of Board service

and membership of the Governance and Nominations Committee.

At the Annual General Meeting, Shirley Mudge was elected Vice President, Alan Lipschinski was elected as an elected member, and Bob Wray (Campbelltown) and Susan MacDonald (Brighton) were elected as Branch Representatives.

Following a call for nominations, in November 2017 the Board appointed Kevin Reid (Honorary Treasurer), Alison Perrott (Elected Member), Gary McLaughlin (Branch Representative – Happy Valley) and Mark Kearns (Co-opted Member) for the balance of the terms relating to the respective casual vacancies. The new Board also co-opted David Henderson for a further three-year term, recognising his expertise in insurance and investment.

In April 2018, Des Memen (Branch Representative – Port Pirie) retired from Meals on Wheels after 49 years of dedicated service and the Board appointed Garry Colquhoun (Modbury) to the casual vacancy.

We certainly are a refreshed Board and I thank all present and retired members for their diligence, contribution and fellowship throughout the year.

Our Chief Executive Officer, Sharyn Broer and her Leadership Group have ensured the accomplishment of our key strategic objectives. It was largely through their work that we achieved our momentous increase in government funding, a new property to move into, and a wonderful celebration of our 50 millionth meal milestone. This was in addition to achieving a modest surplus operating result and leading our other strategic and operational activities, as Sharyn will report.

In closing, I recognise the tremendous efforts of our volunteers, past and present, who collectively have delivered more than 50 million meals to the people of South Australia. The volunteer-led branches are a crucial part of the social fabric of the 80 communities in which we operate. To our kitchen helpers, cooks, packers, deliverers, drivers, client service, volunteer and kitchen coordinators, treasurers, secretaries, chairs and all of your assistants, a hearty thank you for enabling us to deliver 4,000 hearty meals and heart-warming smiles every weekday. We are well placed to continue to serve South Australian communities and deliver another 50 million meals into the future.



**Meal delivery
milestones**

50,000

Minlaton

150,000

Millicent

200,000

Tumby Bay, Yankalilla

250,000

Hallett Cove

1,500,000

Christies Beach



**Branch service
milestones**

60 Years

Prospect (20 Mar 18)

55 Years

Burnside (1 Sep 17)

Mount Gambier (13 Oct 17)

50 Years

West Torrens (15 Jul 17)

40 Years

Onkaparinga Valley (12 Jun 18)

35 Years

Cowell (18 Dec 17)

30 Years

Tintinara (21 Sep 17)

25 Years

Hallett Cove (21 Sep 17)

10 Years

Orroroo (1 May 18)

**This year we
delivered 990,223
meals, that's an
average of 4,009
meals daily.**



A message from the CEO



Sharyn Broer
CEO
Meals on Wheels (SA) Inc.

Meals on Wheels SA continues to work towards our vision of well-nourished and independent communities. During 2017-18 our core activity remained the provision of a three-course hot or frozen meal, delivered at lunchtime from Monday to Friday. Every meal delivery provided an opportunity to brighten our customers' day and provide peace of mind to their families. Our dedicated volunteers take the time to say hello and make sure our recipients are okay, because we know that a hearty meal warms the tummy, but a simple chat can warm the soul.

In total, 990,223 meals were delivered through the year, averaging 4,009 per day. This was the lowest level of service use in around thirty years and was 4.6% below the previous year, with one less serving day this year.

We received 4,631 requests for services, 4.3% fewer than the previous year. This continued decline in referrals is the main contributor to the reduced number of meals delivered.

Meals on Wheels SA seeks to enable well-nourished and independent communities through providing services that address nutrition, well-being and social connection. At a time when there are growing numbers of older people living in the community, logic suggests that demand for our services would grow, not shrink. The shift in service use has many causes.

Firstly, it reflects the impact of the My Aged Care gateway on access to services for those seeking assistance through the Commonwealth Home Support Programme. While the proportion of referrals received from My Aged Care is growing at around 5% per annum, an unknown number of potential customers are directed elsewhere or deemed ineligible.

Secondly, our research has revealed that some prospective customers no longer consider Meals on Wheels suitable for their individual needs or are confused about whether they 'qualify' to receive our support. Our refreshed marketing material

addresses these concerns and we strive to create services that are more flexible.

Thirdly, while our population is ageing, people are experiencing better health and independence as they age. To increase our impact, we are keen to introduce services for people who might describe themselves as "welllderly". There is ample research to support the benefits of eating well at any age. We are exploring opportunities to create a direct sales and delivery channel for the provision of convenient and affordable meals for people of all ages. Any proceeds from these sales will be used to offset the costs of our charitable services.

In contrast to the decline in meal deliveries, there was a 1.3% increase in the average number of unique customers each fortnight, at 5,378. This means that once people started receiving services they continued for a slightly longer period. More regular customers and a lower number of meal deliveries illustrate customers' tendency to receive fewer meal deliveries each week, often taking the opportunity to enjoy a social meal in community settings on at least one day of the week.

More than 80% of our customers are aged over 75 years, with a third aged over 85 years. Around one-third of customers use our services for up to 4 months, often while recovering from a health setback. Another third receive meals for 4 to 12 months while recuperating or awaiting higher levels of care. The remaining third receive meals for more than a year at a time to support their continued health and independence.

Of note, the use of our services by people who receive a Home Care Package has doubled again over the past year. We also commenced delivering services through the National Disability Insurance Scheme in January 2018.

The Association relies on a predominantly voluntary workforce, who deliver every meal and prepare half of them in Meals on Wheels SA's owned or leased kitchens. At 30 June 2018, there were 7,219 active registered volunteers, supported by 46 full

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time equivalent employees, compared to 7,574 volunteers and 43 employees at the same time last year.

Active retirees remain the backbone of our workforce, with 43% of volunteers aged 65 – 74 years and another 27% aged over 75 years. We tailored our marketing for new volunteers during the year, using radio, social media and direct mail campaigns in addition to television advertising.

While enquiries from prospective new volunteers remain strong, we anticipate further decrease in volunteer numbers as the current cohort ages and retires. New sources of volunteers include the corporate and tertiary education sectors, along with Centrelink. There will continue to be a corresponding though small increase in the number of workers providing direct services to and within branches as Branch Coordinators and Branch Support Officers.

At 30 June 2018, there were 80 branches operating across South Australia, compared to 86 the previous year. Though the number of branches has reduced, no community has lost access to its Meals on Wheels service.

We created one new branch, at Beachport, in response to community need. Services commenced on 29 January 2018, with twelve initial customers. Frozen meals are supplied from the Kent Town production kitchen and heated locally prior to delivery.

The Association continued to create operating efficiencies through consolidation of branches. We have focused on reducing the number of kitchens operating in the metropolitan area, particularly those producing small numbers of meals each day.

The Payneham branch closed at the end of October 2017, with customer services shared between the neighbouring Campbelltown and Norwood branches. The small Port MacDonnell branch closed in December 2017, becoming an outreach service of the Mount Gambier branch, while in June 2018 the Osborne branch merged with Port Adelaide to become the Port Adelaide-Osborne branch. This enabled

decommissioning of three kitchens, with corresponding savings to future operating and capital expenditure. Though our volunteers could see the pragmatism of these kitchen closures in light of declining service usage, they were understandably saddened by the loss of their local team and place.

Some branches that receive meals from the same source also merged administratively during the year. The Goolwa branch merged with the Victor Harbor branch, whose kitchen has prepared meals for the Goolwa community since 1994. The Wallaroo and Kadina branches have meals supplied from the Moonta kitchen since 2016 and in January 2018 merged with Moonta branch to become the Copper Triangle branch.

The Eudunda and Kapunda branches also merged for administrative purposes, when the Eudunda community was unable to fill committee positions. The respective local hospitals continue to supply meals for each town.

We appreciate the efforts of volunteers and staff to ensure the smooth transition of services throughout the consolidation of branches.

During the year we partnered with the City of Playford to explore the potential relocation of the Playford branch to a social enterprise hub in Munno Para. Ultimately, the option was not advantageous to Meals on Wheels SA, though we remain interested in investigating new partnership models that would strengthen the sustainability of branches and create additional value for local communities.

There was continued investment in the repairs, maintenance and replacement of buildings, plant and equipment. Of particular note, the Modbury branch kitchen underwent substantial refurbishment to ensure that volunteers can safely and efficiently manage daily operations as demand for services grows. This project was funded by a \$250,000 bequest to the branch from the estate of Mrs Elsie Chandler.

Nearly 200 volunteers participated in five Regional Workshops held in May and June 2018. Topics reflected on the relevance and future of Meals on Wheels SA at the present organisation lifecycle stage, and explored ideas around individual and organisational resilience and wellbeing. The Better Practice Project sessions introducing the PERMA model for wellbeing were particularly well received.

At Meals on Wheels SA, we aim for all of our workers to go home as fit and healthy as when they arrived. In 2017-18 we recorded 110 incidents, compared with 122 last year. One-third of these incidents did not result in an injury, and related almost entirely to low-velocity vehicle accidents, particularly while reversing. Of the recorded injuries, 89% were minor in nature while 11% required medical attention. Paid workers recorded two major lost time injuries. We implemented a standardised instruction program for volunteers handling knives and kitchen equipment, with a consequent reduction in the number of minor cuts, burns and scalds. The Work Health and Safety Committee has also developed guidelines for the design of delivery runs to assist in reducing the risks for our volunteer drivers.

External safety audits completed in November 2017 showed a marked improvement in compliance against the organisation's documented Work Health and Safety system. We have taken additional action to improve compliance with safety signs, chemical management, motor vehicles, incident and risk management, first aid and asbestos management.

Business process and system improvement initiatives continued throughout the year. Our focus is on reducing the administrative burden on branch volunteers, increasing the accuracy and timeliness of information used for operational and strategic decision making, and ensuring that we meet the reporting obligations of our various funding agreements.

Several branches have participated in trials aimed at streamlining the organisation’s internal financial processes. This project aims to reduce duplication and the amount of time required for volunteers to process invoices, make payments, issue receipts and reconcile bank accounts, along with improving the timeliness and ease of financial reporting. We will continue to work with branch Treasurers as the project continues.

The increasing diversification of government funding programs and their respective reporting requirements has necessitated further changes to our Client Management System and particularly to the Direct Debit Module that processes customer payments on behalf of branches. The progressive transition of branches to the updated Client Management System provides minor procedural benefits for branch volunteers and significant organisational benefits in accurately recording meals delivered and charging them to the right payer at the correct price point. It will automate procedures for some customer groups that currently require considerable staff time and effort. The revised system is also capable of managing greater tailoring of services to customers, such as paying for one or two courses, rather than the current default of three.

I am proud to lead a team of committed and capable staff. We have made some minor adjustments to our organisational structure, particularly at our Kent Town production kitchen, to set the foundations for future growth and ensure improved services to branches.

Long-serving Executive Chef Marco Staltari departed Meals on Wheels SA during the year. We are delighted to have recruited an exceptional and experienced Executive Chef, Tze Khaw, to lead our production kitchen team. We also created a Cook-Chill Logistics and Administrative Coordinator role, which has been ably filled by former South East Regional Branch Support Officer Peter Davis. We were fortunate to recruit Lisa Fewins as Peter’s replacement in the South East.

We now have three part-time Branch Coordinators operating in our busiest branches with provision for creation of more of these hands-on positions in the coming year.

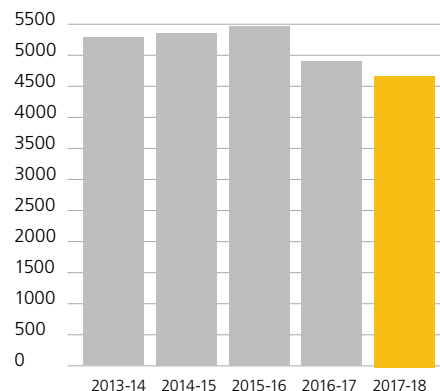
We have also created another Regional Branch Support Officer position to support branches on the Yorke Peninsula and upper north.

Peter Neal resigned as Executive Manager, Brand and People Engagement in August 2017. This position was reviewed and, rather than recruiting another manager, its responsibilities were devolved to the Executive Manager, Corporate Services, David Smith. David oversees the functions of the role which are undertaken jointly by Corporate Services staff and key external partners. Our Chief Financial Officer, marketing and public relations management are currently outsourced to consultancy partners.

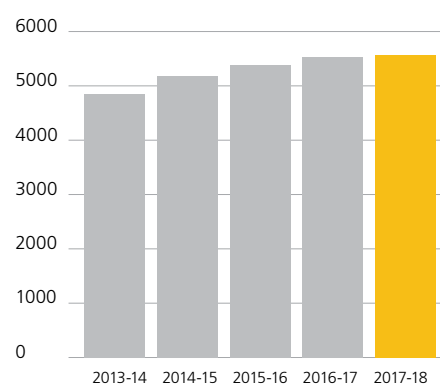
The 50 millionth meal milestone provided an important opportunity for Meals on Wheels SA to take stock of our future needs and reflect on the changing face of the service and our customers. We have focused our attention on opportunities to maintain relevance and create growth through innovation and more diverse revenue streams. To support this strategic objective, we have created a short-term Innovation Projects Manager role and have invested in a six-month innovation accelerator program that will run in 2018-19. Our continued involvement in SA Leaders and the Thinkers in Residence Social Capital Residency underpins our innovation agenda.

I admire and appreciate the fabulous work of our Board and staff, and the dedicated efforts of our volunteers continually inspire me, as we work together for the benefit of thousands of South Australians. Meals on Wheels SA has some exciting opportunities on the horizon and I look forward to playing my part in delivering the next 50 million meals.

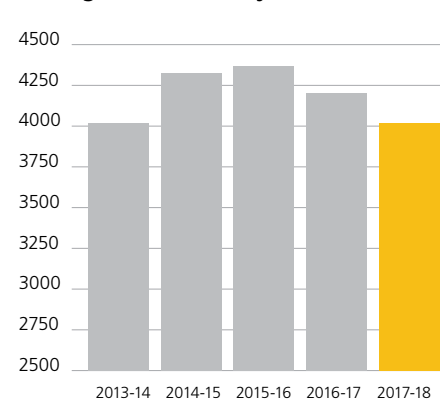
Number of Clients Referred for Meal Services



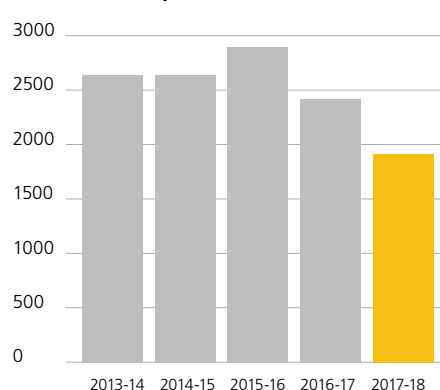
Average Number of Active Clients Per Month



Average Meals Per Day



Volunteer Enquiries Per Year



Honorary Treasurer's Report



Kevin Reid
Honorary Treasurer
Meals on Wheels (SA) Inc.

I am pleased to deliver my first report since being appointed Honorary Treasurer in late 2017. I would like to pay tribute to my predecessor, Mr. John Hill, for his significant contribution to the Association over a period of 13 years. I would also like to acknowledge and compliment the work of our Branch Treasurers, finance team, Accountant and consultant Chief Financial Officer whose diligent efforts throughout the year produce high-quality management reporting as well as the annual financial statements of the Association. And finally, I would like to recognise the members of the Finance, Audit and Risk Management committee whose contribution is essential to the financial well-being of our Association.

At the end of 2017-18, Meals on Wheels SA remained in a solid financial position. A modest surplus of \$199,424 was recorded, before investment income of \$1.36 million.

Meal production and delivery remained our primary activity. In total, 990,223 meals were delivered through the year, averaging 4,009 per day. Activity levels were 4.6% below the previous year and lower than experienced in more than thirty years. This reduction in service use stems from the trend for customers to receive fewer meal deliveries and a further 4.3% reduction in the number of people seeking to use our service. The Board and management are focussed on strategies to arrest and reverse this trend.

The Board is aware of the correlation between rising prices for our customers and reduced usage of our service. Continued under-funding by Commonwealth and State Governments necessitated a further 50 cents per meal price rise to most customers in October 2017. While the Commonwealth injected an additional \$8 million in meal service funding nationally during the financial year, Meals on Wheels (SA) Inc. was deemed ineligible for a funding increase due to an inconsistency in the structure of our existing funding agreement when compared to other meal service providers. We vigorously disputed this decision throughout 2017-18 and, though no additional funding was granted in 2017-18, we successfully negotiated a \$1.075 million increase per annum for existing activity levels in a new agreement that will run from 1 July 2018 to 30 June 2020. This will forestall steep price hikes for at least 80% of our customers over the next two years and allow us to invest in branch services as well as support our strategy to improve the volume of meal sales.

Operating revenue increased by only 0.8% due to the slightly lower volume of meal sales and very modest indexation of around 1.25% on our recurrent government grants. The provision of meals to Home Care Package recipients doubled during the year, providing additional income as these services are provided on a full cost recovery basis.

The operating deficit from meal service provision was \$190,511, an improvement of more than \$300,000 on the previous year. The cost of purchasing ingredients, packaging and meals from other suppliers

reduced by 5% due to a reduction in meal volumes combined with diligent contract management, menu planning and ordering practices. Cleaning costs reduced by 11% following the standardisation of cleaning schedules across branch kitchens. Employee benefits costs, which include wages, vehicle allowances and superannuation, increased by only 2%, assisted by vacant positions. One Executive Manager position was not filled after it became vacant, with some activities outsourced to consultants creating an increase in office expenses. A range of lower cost marketing initiatives were implemented during the year, creating a 30% saving on marketing and public relations expenditure.

Our cash and financial assets grew by 5.2% to a value of \$27.1 million and total equity increased by 3.2% to \$36.25 million. We accumulate financial assets in order to provide for future capital requirements. In August 2017, the Board approved the acquisition and development of a property to house a replacement production kitchen and co-located corporate offices. At that time, as a conscious hedge against share market volatility, funds to cover the estimated commitments were drawn down from managed investments and placed in term deposits. In late June 2018, an offer was made on a suitable property and it is anticipated that the purchase will be completed and construction commenced during 2018-19. This is an exciting project for our Association and will require the Board and management to exercise judicious financial management during 2018-19.

In summary, the Association is in a solid financial position and has access to funds to further develop the quality of the service we provide to the community in South Australia.

Volunteer Service Awards

45 YEARS

Joan (Beryl) Lindner, *Barossa Valley*
 Gwenda Reimann, *Barossa Valley*
 Margaret Lang, *Burnside*
 June Wray, *Campbelltown*
 Doris Crain, *Christies Beach*
 Nell Shane, *Jamestown*
 Mavis Frost, *Kadina*
 Norma Martin, *Northfield*
 John Clota, *Port Adelaide*
 Charles "Ray" Holt, *Port Adelaide*
 Le Fevre Lions Club, *Port Adelaide*
 Florence (May) Wilson, *Port Adelaide*
 Roma Rayner, *Walleroo*

40 YEARS

Muriel Moulds, *Ardrossan*
 Colleen Howard, *Balaklava*
 Joy Hack, *Campbelltown*
 Heather McAuley, *Edwardstown*
 Carlene Wauchope, *Edwardstown*
 Pam Kleinig, *Eudunda*
 Betty Pfitzner, *Eudunda*
 Jeannette Y Garner, *Hindmarsh*
 Stephanie Smith, *Modbury*
 Glenice Bourne, *Naracoorte*
 Helen Sampson, *Victor Harbor*

35 YEARS

Barbara "Elizabeth" Launer, *Clare*
 Elaine "Wendy" Hornhardt, *Cowell*
 Barbara Russell, *Crystal Brook*
 Carmel Sheehan, *Cummins*
 Pat Obst, *Eudunda*
 Blanche Russ, *Gilbert Valley*
 Kay Daley, *Jamestown*
 Julie Holmes, *Jamestown*
 Joan Dayman, *Kadina*
 Shylie Koch, *Kadina*
 Janet Mill, *Kadina*
 Jennifer Loveridge, *Laura and Districts*
 Norma Reddie, *Mount Gambier*
 Jenny Hannaford, *Murray Bridge*
 Kaye Roberts, *Naracoorte*
 Beth Sandland, *Peterborough*
 John Ulseth, *Port Adelaide*
 Josephine Van Roekel, *Port Pirie*
 Coralie (Fay) Ballantyne, *Stansbury*
 Ronda Oppatt, *Strathalbyn*

30 YEARS

Josie Baily, *Burnside*
 Pamela Berry, *Burnside*
 Carla Baer, *Campbelltown*
 Mary Walraven, *Crystal Brook*
 Marlene O'Sullivan, *Edwardstown*
 Elaine Schutz, *Eudunda*
 Pat Bruce, *Gilbert Valley*
 Bev Hannaford, *Gilbert Valley*
 Julie Przibilla, *Gilbert Valley*
 Margaret Jones, *Glenelg*
 Heather Beck, *McLaren Vale*
 Heather Carthew, *Millicent*
 Carmel Chapman, *Millicent*
 Annette Sneath, *Millicent*
 Pauline Daly, *Mitcham*
 Bernice Pollard, *Moonta*
 Beverley Moxham, *Morgan*
 Pat Newlands, *Mount Barker*
 Gillian Altorf, *Mount Gambier*
 Dianne Wighton, *Mount Gambier*
 Reg Emes, *Murray Bridge*
 Sandra Walding, *Murray Bridge*
 Judy Brice, *Onkaparinga Valley*
 Desma Jamieson, *Port Broughton*
 Gaynor Armour, *Port Pirie*
 Elizabeth (Mary) Francis, *Quorn*
 Pat Wright, *Quorn*
 Glenyce Ronan, *Stirling*
 Patricia "Kay" Brazzalotto, *Strathalbyn*
 Nell Williams, *West Torrens*

25 YEARS

Heather Maxwell, *Balaklava*
 Trish Cain, *Blackwood*
 Gillian Daebler, *Blackwood*
 Marlene Davenport, *Blackwood*
 John Jackson, *Blackwood*
 Jeanette Kilgour, *Blackwood*
 Chris Newton, *Blackwood*
 Christine Regan, *Blackwood*
 Phyl Whiteway, *Blackwood*
 Jeanne Conigrave, *Brighton*
 Nola Elson, *Brighton*
 Rocco Spinella, *Brighton*
 Susan Hunt, *Burnside*
 Susan Perks, *Burnside*
 Trevers Lang, *Burnside*
 Mary "Maureen" Duke, *Clare*
 Gillian McKenzie, *Crystal Brook*
 Lois Crisp, *Glenelg*

Jo Creed, *Goolwa*
 Mavis Long, *Goolwa*
 Lucy Bassi-Wade, *Happy Valley*
 Faye Ross, *Happy Valley*
 Brian Clarke, *Henley and Grange*
 Jenny Young, *Jamestown*
 Charmain "Anne" Briggs, *Kadina*
 Dawn Bruce, *Kadina*
 Josphine (Josie) Daniel, *Kadina*
 Wendy Venning, *Kadina*
 Florence Barnett, *Kapunda*
 Geoff Gobbett, *Mannum*
 Pamela Fennell, *Millicent*
 Marie "Josette" Krieg, *Mitcham*
 Roger Humphris, *Modbury*
 Gloria Humphris, *Modbury*
 Kath Bradshaw, *Murray Bridge*
 Barbara Krieg, *Norwood*
 William (Bill) Edmonds, *Port Adelaide*
 Judy Fergusson, *Port Pirie*
 Doris (Doss) Mayes, *Port Pirie*
 Lorraine Pumpa, *Quorn*
 Marie Pearce, *Renmark*
 Suzanne Gates, *Snowtown*
 Raelene Ellis, *Tailem Bend*
 Pamela Duncan, *Two Wells*
 Judi Frost, *Two Wells*
 Yvonne Elliott, *Victor Harbor*
 Kerry Kroehn, *Waikerie*
 Deidre Denny, *Warradale*
 Margaret Forster, *Warradale*
 Lorraine Hine, *Warradale*
 Beryl Redhead, *Warradale*
 Pamela Rippin, *Warradale*
 Gerda Schreuder, *Warradale*
 Sarah "Sadie" McManus, *Whyalla*
 Caryl Oberthur, *Whyalla*
 Jenny Smith, *Whyalla*

20 YEARS

Irene Greig, *Ardrossan*
 Lawrence Greig, *Ardrossan*
 Margaret March, *Balaklava*
 Ann Auld, *Barossa Valley*
 Colin Brine, *Barossa Valley*
 Jeanette Collier, *Berri*
 Jenny Lyons, *Berri*
 Josie Reichstein, *Booleeroo Centre*
 Judi James, *Brighton*
 Ethel "Mary" Lynch, *Brighton*
 Frances Symonds, *Brighton*

Meals on Wheels would like to acknowledge and thank our volunteers for their generosity of spirit and wonderful efforts in delivering more than just a meal

John Symonds, *Brighton*
Rosalie Tamblyn, *Brighton*
John Chinnery, *Burnside*
Brian Fisher, *Burnside*
Margaret McRitchie, *Burnside*
Sally Noble, *Campbelltown*
Priscilla Jacquier, *Charles Sturt*
Neville Smallacombe, *Christies Beach*
Yvonne Tohl, *Clare*
Pauline McLeod, *Crystal Brook*
Ronda Glover, *Cummins*
Cynthia Mahoney, *Cummins*
Maria Costanzo, *Edwardstown*
Andrew Kleinig, *Edwardstown*
Gay Martin, *Edwardstown*
Maxine Chenoweth, *Gawler*
Carolyn Evans, *Gilbert Valley*
Kath Lock, *Gilbert Valley*
Phil Jones, *Hamley Bridge*
Norman Jones, *Happy Valley*
Kaye Todoric, *Happy Valley*
Dorothy "Fay" Bampton, *Henley and Grange*
Janice James, *Henley and Grange*
James Wallace, *Henley and Grange*
Autumn Warnest, *Jamestown*
Mary "Pauline" Woods, *Kadina*
Wendy Clogg, *Laura and Districts*
Raelene Crawford, *Laura and Districts*
Gwenda Tucker, *Minlaton*
Ray Builis, *Modbury*
Chloe Byrne, *Modbury*
Kathryn "Jenny" Coates, *Mount Barker*
Helen Gilmour, *Mount Barker*
Carolyn Perry, *Mount Gambier*
Chris Bown, *Murray Bridge*
Joy Schulz, *Murray Bridge*
Jillian Bedworth, *Naracoorte*
Vi Copeland, *Onkaparinga Valley*
Maureen Juers, *Onkaparinga Valley*
Vicki Silvestri, *Onkaparinga Valley*
Lois Kay, *Osborne*
David Stock, *Payneham*
Stuart Bannigan, *Playford*
June Farmer, *Port Adelaide*
Raelene Foote, *Port Adelaide*
Trevor White, *Port Augusta*
Graham Wade, *Port Pirie*
Pat Naismith, *Prospect*
Sue Purtle, *Prospect*
Jannine Hittmann, *Quorn*
Carmel Reid, *Quorn*
Grace Falland, *Renmark*

Pamela "Anne" Haynes, *Renmark*
Rex South, *S.Y.Peninsula*
Monica Brazzalotto, *Salisbury*
Julie Clamp, *Stirling*
Geoff Hales, *Tumby Bay*
Graham Varney, *Walleroo*
Pamela Boulden, *Warradale*
Beverley Brock, *Warradale*
Fred Johnson, *Warradale*
David Pope, *Warradale*
Jan Boyce, *West Torrens*
Margaret Brereton, *Whyalla*
Margaret Higgins, *Whyalla*
Joseph McManus, *Whyalla*
Barry Thomas, *Whyalla*
Gerald Boylan, *Wudinna*
Margaret Campbell, *Yankalilla*
Bronte Collins, *Yankalilla*
Fran Lewis, *Yankalilla*
Janet Hill, *Yankalilla*

15 YEARS

Mavis Busson, *Aldinga*
Janice Baeker, *Ardrossan*
Gwenda Ferry, *Ardrossan*
Brian Hicks, *Ardrossan*
Jo May, *Balaklava*
Kath Bell, *Barossa Valley*
Rex Bell, *Barossa Valley*
Tammy Falkenberg, *Barossa Valley*
Michele Guyatt, *Barossa Valley*
Robert Guyatt, *Barossa Valley*
Judith Rosenzweig, *Barossa Valley*
Tom Bickerton, *Blackwood*
Jill Peters, *Blackwood*
Graham Smalley, *Blackwood*
Catherine Carey, *Booleroo Centre*
John Carey, *Booleroo Centre*
Lynette Jarvis, *Booleroo Centre*
Donald Jarvis, *Booleroo Centre*
Rosalind Koch, *Booleroo Centre*
Robyn Major, *Booleroo Centre*
David Carpenter, *Brighton*
Christina "Ineke" Fenech, *Brighton*
Rose Gerrand, *Brighton*
Peta Laundry, *Brighton*
Isabel "Vicky" Mills, *Brighton*
Sue Potter, *Brighton*
Carol Shaw, *Brighton*
Howard Wood, *Brighton*
Lyn Wood, *Brighton*
Janet Murray, *Burnside*
Pauline Swift, *Burnside*
Gria Bernhard, *Burra*
Bev Fleming, *Burra*
George "Mick" Mahar, *Ceduna*
Marlene Rucioch, *Ceduna*
Peter Franson, *Charles Sturt*
Jeanette Bell, *Christies Beach*
Ian Donhardt, *Christies Beach*
Michelle Edwards, *Christies Beach*
Val Francis, *Christies Beach*
Jillian Halliday, *Christies Beach*
Brenda Simmons, *Christies Beach*
Karen Gill, *Clare*
Shirley Nitschke, *Clare*
Robert Klingberg, *Cowell*
Rosalie Wildman, *Cowell*
Cathy Kerin, *Crystal Brook*
Betty Kupsch, *Crystal Brook*
Russell Kupsch, *Crystal Brook*
Geraldine Secker, *Cummins*
James Secker, *Cummins*
Julie Mathews, *Eudunda*
Peter Burden, *Gawler*
Willow "Dawn" Burden, *Gawler*
Marilyn Maloney, *Gawler*
Kevin Rundle, *Gawler*
Julia Butler, *Gilbert Valley*
Bev Hersey, *Glenelg*
Michael Parsons, *Glenelg*
Helen South, *Goolwa*
Trevor Smith, *Hamley Bridge*
Susan Bernik, *Happy Valley*
Mary Carabott, *Henley and Grange*
Rayleen Perry, *Henley and Grange*
Dennis Stafford, *Henley and Grange*
John Unsworth, *Henley and Grange*
Deborah Roffe, *Hindmarsh*
Sandra Gibb, *Jamestown*
Ros Beech, *Kadina*
Jenny Daniel, *Kadina*
Bev Irrgang, *Kadina*
Valmai "Jean" Schrapel, *Kapunda*
Joylene Lange, *Laura and Districts*
Carol Reichstein, *Laura and Districts*
Judy Davies, *Maitland*
Ros Edwards, *Maitland*
Denice Karutz, *Maitland*
Don Karutz, *Maitland*
Jan Treloar, *Mannum*
Elizabeth Hunt, *McLaren Vale*
Dennis Potter, *McLaren Vale*

Volunteer Service Awards (continued)

Josie Varcoe, *Millicent*
 Robyn Winter, *Millicent*
 Susan Longbottom, *Minlaton*
 Ann Amey, *Mitcham*
 Phillip Cox, *Mitcham*
 Nigel Davidson, *Mitcham*
 Gemma Favretto, *Mitcham*
 Isobel Harry, *Mitcham*
 Charlie Kotkovich, *Mitcham*
 Frances Scobie, *Mitcham*
 Glenda Haines, *Modbury*
 Keryn Harper, *Modbury*
 Mara Danese, *Moonta*
 Jennifer Wehleit, *Moonta*
 Kaye Wurst, *Moonta*
 Joyleen Jachmann, *Morgan*
 John Randall, *Mount Barker*
 Frances (Grace) Allison, *Mount Gambier*
 Colleen Maney, *Mount Gambier*
 Marie Richards, *Mount Gambier*
 Henry "Jim" Williams, *Mount Gambier*
 Coralie Bryan, *Murray Bridge*
 Glenys Cocks, *Murray Bridge*
 Herbert "Bill" Dunthorne, *Murray Bridge*
 Marleen Dunthorne, *Murray Bridge*
 Maureen Kennett, *Murray Bridge*
 Yvette Koch, *Murray Bridge*
 Cheryl Milich, *Murray Bridge*
 Rodney "Lee" Morris, *Murray Bridge*
 Allen "Greg" Thomas, *Murray Bridge*
 Rosemary Murtagh, *Naracoorte*
 Barbara Biermann, *Northfield*

Les Ruge, *Northfield*
 Heather Watt, *Northfield*
 Judy Golding, *Norwood*
 Helen Hackett, *Onkaparinga Valley*
 Laurel Milner-Schlinke, *Onkaparinga Valley*
 Yvette Scott, *Onkaparinga Valley*
 Barbara Wingrove, *Onkaparinga Valley*
 Charles Bridgland, *Osborne*
 Debra Campbell, *Osborne*
 Desmond Foehring, *Osborne*
 Beverley Gray, *Osborne*
 Carmel Kitschke, *Payneham*
 Robert Rudolph, *Payneham*
 Robyn Potter, *Playford*
 Margaret George, *Port Adelaide*
 Tricia Settre, *Port Adelaide*
 Lesley Hendrickson, *Port Augusta*
 Pamela Mary Morgan, *Port Augusta*
 Lee-Ann Shinnick, *Port Augusta*
 Geoff Voigt, *Port Augusta*
 Angela Hern, *Port Pirie*
 Don Kranz, *Port Pirie*
 Josie Holmes, *Prospect*
 Cathy Edmonds, *Renmark*
 Donald Pearce, *Renmark*
 Ann Searle, *Renmark*
 Geoff Searle, *Renmark*
 Barry Braund, *S.Y.Peninsula*
 Maureen Braund, *S.Y.Peninsula*
 Pam Murdock, *S.Y.Peninsula*
 Linda Warren, *S.Y.Peninsula*
 Patrick Barry, *Salisbury*

Rhonda Freebairn, *Snowtown*
 Shirley Talbot, *Snowtown*
 Valerie Caldwell, *Stansbury*
 John Stoddard, *Stirling*
 Richard Temple, *Stirling*
 Patricia (Lea) Westley, *Stirling*
 Sue Bates, *Strathalbyn*
 Peter Hocking, *Strathalbyn*
 Maxine Johnson, *Streaky Bay*
 Annette Cameron, *Tumby Bay*
 Wendy Springbett, *Tumby Bay*
 Valmai Webb, *Tumby Bay*
 Jillian Blight, *Victor Harbor*
 John Blight, *Victor Harbor*
 Ron Dean, *Victor Harbor*
 Kaye Knight, *Victor Harbor*
 Brenda Pomery, *Victor Harbor*
 Alicia (Carole) Savage, *Victor Harbor*
 Annette Wright, *Victor Harbor*
 Lynette Nitschke, *Waikerie*
 Chris Pickett, *Waikerie*
 Frances Pugsley, *Waikerie*
 Maralyn Elliss, *Walleroo*
 Christine Keogh, *Warradale*
 Janice Stephen, *Warradale*
 Carol Gilmour, *West Torrens*
 Margaret Lea, *West Torrens*
 Pamela Smith, *West Torrens*
 Barry French, *Whyalla*
 Peter Slaven, *Whyalla*
 Peter Watts, *Whyalla*
 Jenny Watts, *Whyalla*

Volunteer Recognition

Congratulations on receiving these awards in recognition of your invaluable service.

Australia Day Council Citizen of the Year

Colin Raison *Laura & Districts MoW*
 Elizabeth Sibley *Barossa Valley MoW*
 Julie Mathews *Eudunda MoW*
 Nerida (Libby) Edge *Yankalilla MoW*
 Ray Trenorden *Edwardstown MoW*
 Doug Morton *Port Augusta MoW*

Australia Day Council Senior Citizen of the Year

Jennifer Read *Campbelltown MoW*

Queen's Birthday Awards

Janet Tiver *OAM Burra MoW*

**Our volunteers
play a vital role in
helping people
maintain their
independence.**



Board and Committees

President/Chair

Bill Coomans JP

Bill retired from full time employment with the federal government initially in electronic engineering and finally as State Manager of a federal authority. Since 1970 he has been a community volunteer mostly in leadership roles which included Rotary, is a current member of Lions and he was an elected member with the cities of Marion and Onkaparinga, part of this time as a deputy Mayor. He was chair of Happy Valley Meals on Wheels Branch for many years and has provided extensive service to our Board on most of its committees. He is also currently a Board member of the Australian Meals on Wheels Association.

Vice President

Heather Richardson

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

Vice President

Shirley Mudge

Shirley has held most Branch Officer positions in the Waikerie branch since commencing in 1990, and is currently Chair. She was a Board member from 2011-2013 as a Branch Representative. Shirley has worked in aged care in the Barossa Valley and Waikerie. She is currently a Schools Officer at Waikerie Lutheran Primary School, working mainly in the library. Shirley is a Level 2 sports trainer at her local football club and has assisted at and competed in the Australian Masters Games in Adelaide and Alice Springs. She is a member of the Waikerie Lutheran Church and Red Cross. Shirley is also on the Branch Operations & Services Advisory, Future Meals on Wheels and Executive Committees.

Honorary Treasurer

Kevin Reid FCA GAICD

Kevin is an experienced Chartered Accountant and recently retired as a partner of PwC. He occupied many leadership positions in both Sydney and Adelaide. He served clients across a wide variety of industry sectors and has experience in audit, financial reporting, acquisitions and sales of businesses, capital raising and risk management. He has a passion for the for-purpose sector and is currently a director of Can:Do Group. He is Chair of the Finance, Audit & Risk Management Committee and a member of the Executive Committee.

Branch Representatives

Modbury

Garry Colquhoun

Garry is a retired electrician with 30 years volunteering experience in various organisations, including schools, social clubs, sports, Lions, Rotary and recently Meals on Wheels. Currently a Volunteer Coordinator at Modbury branch, Gary ran his own business for 25 years while holding various positions in many community organisations including President, Secretary, Treasurer, committee and worker, also Secretary and Grants Coordinator at his Rotary branch in Queensland. At present he is Chair and Public Officer of the Enfield Community Friendship Club Inc., a seniors group that meets to help members navigate this changing world. Holding various certificates in Volunteer Management, Safety Officer, CPR and a Certificate IV in Training and Assessment, he is a member of the Governance & Nominations and Branch Operations & Services Advisory Committees.

Happy Valley

Gary McLaughlin

Gary is currently serving on the Happy Valley Branch committee as Volunteer Coordinator and Chair. He has also acted in the role of Kitchen Coordinator for periods of time, and continues to do weekly deliveries. Prior to retirement he was in senior roles in finance and administration. He is a member of the Governance and Nominations and Branch Operations & Services Advisory Committees.

Brighton

Susan MacDonald

Susan's formal training was a TAFE Qualification through the Adult Education Program. Her experience has included: Running a catering company, owning and operating a restaurant, providing desserts for "Buffalo Restaurant", managing 3 food outlets in the Myer Centre, Catering Manager Woolworths Rundle Mall and Food Preparation Manager for Drakes Foodland. Susan was a state finalist in the Community Achievement Awards and is a member of Zonta International as well as a Board Member for Adelaide Flinders. She has been a volunteer for MOW Brighton for 5 years and is currently Kitchen Supervisor and a member of the Branch Operations & Services Advisory Committee.

Campbelltown

Bob Wray

Bob has been involved with Meals on Wheels for 45 years, initially on a casual basis supporting his wife June with deliveries, then officially from 2013. He migrated to Australia from England in 1966 being granted Australian Citizenship in 1972. Having held supervisor and manager positions with BP Australia and SA Department of Labour, in 1996 Bob established DLI Safety Services consulting in OHS, pressure plant inspections, dangerous substances and accident investigation. Bob was engaged by Comcare (Commonwealth OHS Agency) to conduct audits and investigations throughout Australia, many of which were high profile and one resulting in a Senate Committee being established in his name. His main hobby is distance running; completing the 2018 London Marathon in April 2018. He is a member of the Work Health & Safety and Future Meals on Wheels committees.

Elected Members

Allan Lipschinski

Allan commenced volunteering with MoWSA in 2008 and is currently Chair of the Whyalla branch. He has retired from Des's Cabs where he was Workshop Manager, and was an Ambulance Officer in Adelaide and Whyalla for 17 years as well as a volunteer

Ambulance Officer for 21 years. Allan is a past Chair/Treasurer of the Dirt Circuit Association, a past President and Life Member of the Whyalla Car Club and a past Chair/ Committee member of the Scott Street School Council. He is a member of the Branch Operations & Services Advisory and Work Health & Safety Committees.

Alison Perrott B. Bus CFP® GAICD MSAFAA
Alison is a financial markets professional, fixed income specialist and highly qualified portfolio adviser, extensively trained over 25 plus years in the financial markets. She has been an integral part of the establishment of 4 wealth advisory businesses in that time and all extremely successful. She is currently developing and responsible for the national philanthropic advisory division of Ord Minnett, providing strategic and tactical asset allocation and investment advice to religious organisations, as well as the not-for-profit, superannuation and aged care sectors. She serves on a number of not-for-profit boards applying her highly tuned financial and investment skills, strategic thinking ability and corporate compliance knowledge to achieve the desired outcomes for those organisations and their stakeholders. She is a member of the Finance, Audit & Risk Management Committee.

Penny Gale

Penny was the General Manager, Engagement & Innovation at the Royal Automobile Association of South Australia (RAA), with strong networks across a range of industries and communities in SA. Her extensive experience includes the private sector, member based organisations, local, state and federal government. Skills and expertise include stakeholder relations, media and communications, advocacy, strategy and organisational development. Penny is a member of the Australian Automobile Association's Public Policy Forum, a member of the Council for Economic Development of Australia (SA) and a board director of Junction Australia. During 2014 Penny took on the responsibility for driving RAA's strategic innovation agenda. Penny Chairs the Future Meals on Wheels Committee and is a member of the Executive Committee.

Co-opted Members

David Henderson FAICD

David has a background in general insurance. He is a former General Manager of Commercial Insurance at SGIC and former Chief Executive Officer of RAA Insurance. David's board experience has also included directorships of Elders Insurance and Medical Insurance Group Australia. In 2011 David became a Fellow of the Australian Institute of Company Directors. David joined the board in 2009. He is a member of the Finance, Audit & Risk Management Committee and the Governance & Nominations Committee.

Ellie Hamilton

Ellie is the Senior Operations Manager – Surface Combatants for Raytheon Australia and is responsible for strategic business development and management of operations across the portfolio. Prior to joining Raytheon in 2007, Ellie worked in the not-for-profit sector including as General Manager for an international pharmaceutical aid program. She continues to be actively involved in the community in a volunteer capacity, and has previously served as Board Director for Daw Park Foundation and as a Member of the Advanced Technology State Advisory Group. Ellie holds several qualifications including a Bachelor of International Relations (Hons), MBA, and Graduate Diploma in Complex Project Management. She is a member of the Future Meals on Wheels and Finance, Audit & Risk Management Committees.

Mark Kearns MAICD

Mark has over 25 years of experience in the IT industry, both in the UK and Australia, from across many sectors, including manufacturing, construction, education and government. Mark has performed roles in Project Management, Service Delivery and IT Operations and has a proven track record of managing and successfully delivering IT projects in challenging environments in both the public and private sector. He has gained a broad understanding of many IT technologies and has solid experience in the design, build, implementation and support of IT projects and services from a customer and supplier perspective. Mark recently

worked for the Catholic Education Office South Australia for many years, managing the provision of IT services to over 100 schools, 7000 teachers and 46,000 students. Mark is a member of the Australian Institute of Company Directors and is a member of the Future Meals on Wheels and Governance & Nominations Committees.

Retired Members

Vice President

Associate Professor Robert Penhall

MBBS, D(OBST)RCOG, FRACP, AFRACMA, FAAG, FRCP, FANZSGM

Retired Oct 2018

Bob served the Board as Honorary Medical Advisor, co-opted member and Vice President. Formerly Director of the Department of Geriatric and Rehabilitation Medicine, Royal Adelaide Hospital, Associate Professor in the Discipline of Medicine, School of Medicine and in the Discipline of Clinical and Experimental Pharmacology and Toxicology, School of Medical Sciences at University of Adelaide, he was also Adjunct Senior Lecturer, Department of Palliative and Supportive Services, Flinders University. Bob was a member of the Board's Marketing & Communications, Governance & Nominations and Executive Committees.

Honorary Treasurer:

John Hill B Ec PSM *Retired Jul 2018*

John has extensive and distinguished experience in finance and governance in the public sector, including Deputy Under Treasurer and Under Treasurer with the SA Government. John had responsibility for providing policy advice on all aspects of Commonwealth-State financial relations and on State taxation policy. John's Board experience includes National Disability Insurance Agency, Essential Services Commission of South Australia, Motor Accident Commission, Independent Gambling Authority and Adelaide Bank. John chaired the Board's Finance, Audit & Risk Management Committee and was a member of the Executive Committee.



Every meal delivered provides an opportunity to brighten our customers' day and provide peace of mind to their families.

Retired Members (continued)

Co-opted Member

Julie Low *Retired Sept 2017*

Julie was Chair of Port Lincoln branch, so understands and appreciates how our service assists a significant number of people in the community. Julie has spent some 20 years in local government, the last 7 as Mayor, which provides solid understanding of the importance of governance, the role of a board member and the critical role and value of volunteers. Her 40 years in the Port Lincoln region has seen her involved with numerous local community groups.

Elected Member:

Chris Monck *Retired Oct 2017*

With skills in administration, finance and management and extensive experience in other roles with State and Local Government and in the private sector, Chris also has volunteering experience in the aged care sector, and with Meals on Wheels Mount Barker as a Volunteer Coordinator, Assistant Client Services Coordinator, Secretary, Vice Chair, and past branch Chair. Chris has been a

member of the former Cook Chill Committee, Constitution Review and National Conference Planning Committees, and is a member of the Governance & Nominations Committee.

Elected Member:

Mr Peter Siebels *Retired Jul 2018*

Prior to becoming a professional Director, Peter worked with KPMG for over 30 years and held a number of senior roles there including being a member of KPMG's National Executive Committee and National Board. He was also State Chairman of KPMG in SA for eight years. An experienced Director, Peter sits on the board of the RAA and ECH, and also a number of successful private companies Peter also runs a farm in Myponga where he breeds Poll Hereford Cattle. Peter was a member of the Finance, Audit & Risk Management Committee.

Branch Representative:

Des Memen, Pt Pirie *Retired April 2018*

Des started volunteering with Meals on Wheels in 1969, has previously served as Chair, and held the role of Kitchen Coordinator at Port Pirie branch. He

previously served three years on the MoWSA Board, two years on the 'State Executive' and served on the Work Health & Safety Committee. Des's working life began with six years in the RAAF, followed by 35 years as an Operator in Zinc Production at the Smelters Port Pirie, including being a Safety Representative and receiving "Site & Department Safety Committees" training. He has also been involved with Lifeline for seven years as a counsellor & Chair and served on the Board of 'Lifeline Upper Spencer Gulf' amongst other groups and organisations.

Branch Representative:

Kate Dansie, Payneham *Retired Oct 2017*

Kate joined Meals on Wheels in 2014 and is currently a kitchen volunteer at MoW Campbelltown. Kate's working life has spanned working in the banking industry, as well as starting HMNS which grew to be one of SA's largest nursing agencies. Her main roles have included HR and Administration Manager and Kate also completed her Masters in Human Resources. Kate is a member of the Branch Operations & Services Advisory Committee.

Board and Committee Meetings held 2017/2018

		BOARD		BOARD COMMITTEE						COMMITTEE					
		Board Meetings		Executive		Finance Audit & Risk Management		Governance & Nominations		Future Meals on Wheels		Branch Operations & Services		Work Health & Safety	
Board Members	Role	A	B	A	B	A	B	A	B	A	B	A	B		
Bill Coomans	President	8	8	4	4	6	6	5	5	2	2				
Heather Richardson	Vice President	8	5	4	4	6	5	1	1	2	2	7	6		
Shirley Mudge	Vice President	8	7	3	2			1	1	2	2	7	4		
Bob Penhall	Vice President	3	3	1	1			2	1						
Kevin Reid	Hon. Treasurer	5	5	3	3	4	3								
Penny Gale	Elected Member	8	4	4	3					2	2				
Allan Lipschinski	Elected Member	8	7									7	7	6	5
Alison Perrott	Elected Member	5	3			4	4								
Garry Colquhoun	Branch Representative	5	5												
Gary McLaughlin	Branch Representative	5	5									3	3		
Susan MacDonald	Branch Representative	5	4									3	2		
Bob Wray	Branch Representative	5	3							2	2			5	2
David Henderson	Co-opted Member	8	7			6	6	5	1						
Mark Kearns	Co-opted Member	5	4					1	1	2	2				
Ellie Hamilton	Co-opted Member	8	4			6	4			2	2				
Des Memen	Branch Representative	6	6											2	2
Chris Monck	Elected Member	3	3					2	2						
Kate Dansie	Branch Representative	3	2									3	1		
Julie Low	Co-opted Member	2	0					2	2						

A - number of meetings held during the time the Director held office during the year

B - number of meetings attended as a member

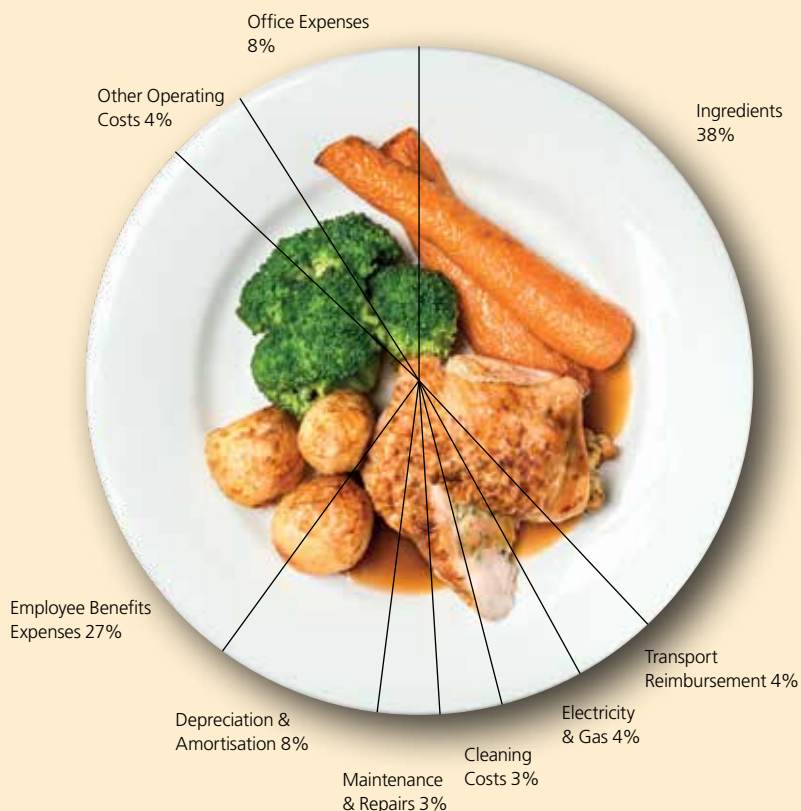
The Board would like to acknowledge and thank the following non Board member volunteers for their service on MoWSA Board and Advisory Committees during the year: Chris Monck, Tony Russo, Bev Jackson, Tony McArthur, Judy Oates, Pamela Young, Lois Allen, Sandra Walding, Doug Morton, Dianne Joy, Paul MacDonald, Cheryl Gray, Brian Wood, Iris Irving, Wayne Koenig, Alan Wilcock, Sally Lee, Fiona Winkley and Marg McKenzie.



2017 Awardee Day: His Excellency the Honourable Hieu Van Le AC, Governor of South Australia, Mrs Lan Le, CEO Sharyn Broer and President Bill Coomans present awards to volunteers who have served 40 or more years with Meals on Wheels.

Financial Snapshot

Expenses (\$12,514,609)



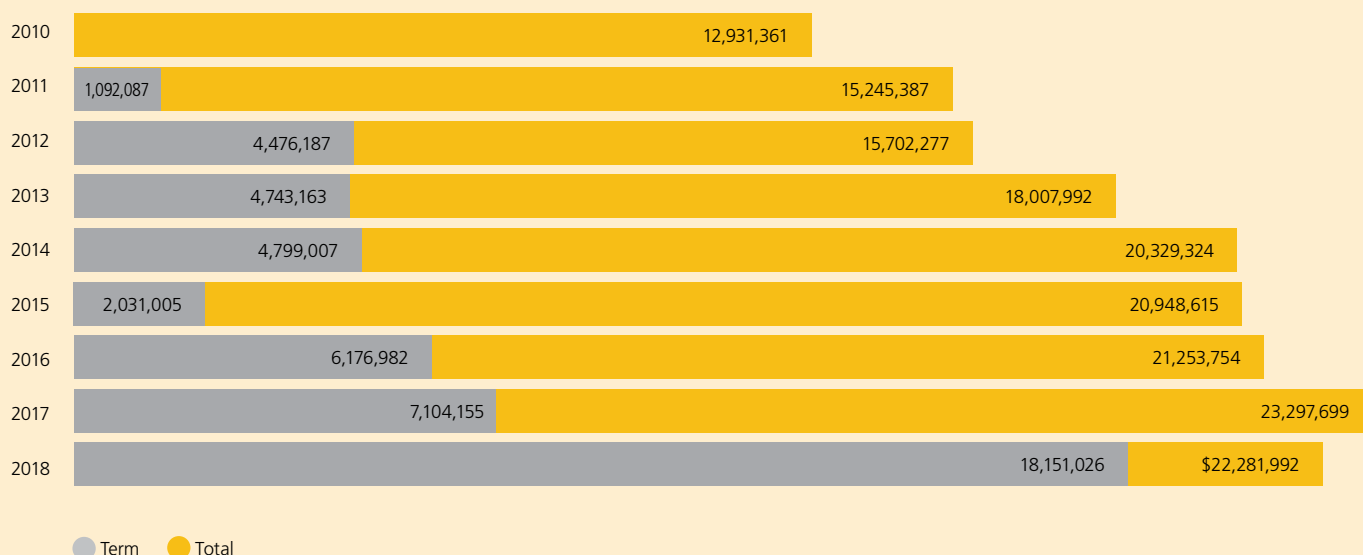
Donations and Bequests

DONATIONS	
Harry M Dean	\$500.00
Payneham Social Club	\$650.00
IGA Donation	\$800.00
Ericson L G	\$1,000.00
Anonymous	\$1,079.00
Hudson P M	\$2,000.00
Lesley Ann Ward	\$5,000.00
Donations <\$500	\$2,932.93
Total	\$13,961.93

BEQUESTS	
Pamela Brandt foundation grant	\$5,825.20
Estate of Elsie Chandler	\$24,809.70
Total	\$30,634.90

Donations & Bequests \$44,596.83

Investment



● Term ● Total

Financial Statements

For the year ended 30 June 2018

Report of the Board

This concise financial report is an extract from the financial report for the year ended 30 June 2018 for Meals on Wheels (SA) Inc. The financial statements and specific disclosures included in the concise financial report have been derived from the financial report.

The concise financial report cannot be expected to provide as full an understanding of the financial performance, financial position and financing and investing activities of the entity as the financial report.

Further financial information can be obtained from the financial report which is available, free of charge, on request to the Chief Executive Officer, Meals on Wheels (SA) Inc. PO Box 406 Unley SA 5061.

The Board reports that:

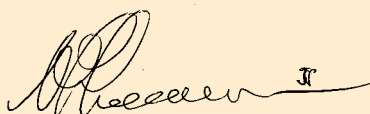
- (a) During the financial year ended 30 June 2018, no officer of the Association, firm of which the officer is a member, or body corporate in which the officer has a substantial financial interest, has received or become entitled to receive a benefit as a result of a contract between the officer, firm or body corporate and the Association; and
- (b) During the year ended 30 June 2018, no officer of the Association has received directly or indirectly from the Association any payment or other benefit of a pecuniary value, except for remuneration as an employee of the Association.

Declaration by the Board of the Association

In the opinion of the Board:

- (a) the attached financial statements and notes thereto comply with the Australian Accounting Standards - Reduced Disclosure Requirements;
- (b) the attached financial statements and notes thereto give a true and fair view of the Association's financial position as at 30 June 2018 and of its performance for the financial year ended on that date; and
- (c) there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.
- (d) the attached financial statements and notes thereto have been prepared in accordance with the Australian Charities and Not-for-profits Commission Act 2012.

This declaration is made in accordance with a resolution of the Board and is signed for and on its behalf by:



Bill Coomans JP

President



Kevin Reid

Honorary Treasurer

Signed at Wayville this 21 September 2018

Statement of Profit or Loss

And other Comprehensive Income for the year ended 30 June 2018

	2018	2017
	\$	\$
OPERATING REVENUE		
Meal sales	9,428,630	9,337,012
Federal Government - Commonwealth Home Support Program	2,684,924	2,662,063
State Government - Home & Community Care	199,233	195,903
Sundry receipts	11,311	35,053
	12,324,098	12,230,031
EXPENSES		
Purchases	4,731,655	4,999,507
Transport reimbursement	556,012	535,834
Electricity & gas	487,291	452,923
Cleaning costs	411,788	462,086
Repairs & maintenance	426,304	388,954
Depreciation	587,513	537,038
Amortisation	358,739	374,787
Employee benefits expenses	3,417,497	3,334,274
Other operating costs	218,573	359,770
Branch services	63,536	43,308
Marketing & public relations	213,080	303,656
Auditors remuneration	20,209	32,096
Central & branch office expenses	794,681	692,027
Insurance	88,484	83,558
Motor vehicles	76,894	76,504
Bad debts	5,141	8,234
Other administration expenditure	57,213	43,642
	12,514,609	12,728,198
OPERATING (DEFICIT)	(190,511)	(498,167)
OTHER REVENUE		
Donations & legacies	106,938	314,934
Other income	46,948	74,022
(Loss)/gain on disposal of property, plant and equipment	(67,813)	27,056
	86,073	416,012
(DEFICIT) BEFORE INVESTMENT INCOME AND IMPAIRMENT LOSSES	(104,438)	(82,155)
Interest & dividends	303,862	81,779
Investment income reinvested	1,359,545	787,011
TOTAL SURPLUS	1,558,968	786,635
OTHER COMPREHENSIVE INCOME		
(Loss)/gain from remeasuring available for sale financial assets	(445,643)	1,198,797
TOTAL COMPREHENSIVE INCOME	1,113,325	1,985,432

Statement of Financial Position

As at 30 June 2018

	2018	2017
	\$	\$
CURRENT ASSETS		
Cash and cash equivalents	4,831,191	2,471,771
Financial assets	18,151,026	7,104,155
Trade and other receivables	43,728	76,917
Inventories	71,143	83,697
Other assets	178,647	114,869
TOTAL CURRENT ASSETS	23,275,736	9,851,409
NON CURRENT ASSETS		
Property, plant & equipment	10,269,076	10,485,802
Financial assets	4,130,966	16,193,544
TOTAL NON CURRENT ASSETS	14,400,042	26,679,346
TOTAL ASSETS	37,675,778	36,530,755
CURRENT LIABILITIES		
Trade and other payables	737,674	780,879
Provisions	596,602	444,829
Other liabilities	57,028	50,786
TOTAL CURRENT LIABILITIES	1,391,304	1,276,494
NON CURRENT LIABILITIES		
Provisions	34,243	117,355
TOTAL NON CURRENT LIABILITIES	34,243	117,355
TOTAL LIABILITIES	1,425,547	1,393,849
NET ASSETS	36,250,231	35,136,906
EQUITY		
Retained surplus	32,225,321	25,952,846
Asset revaluation reserve	3,512,360	3,512,360
Financial asset reserve	512,550	5,671,700
TOTAL EQUITY	36,250,231	35,136,906

A copy of the full set of Financial Statements, Statement by the Board and Auditor's Statement is available on request from the: Chief Executive Officer, Meals on Wheels (SA) Incorporated PO Box 406 Unley SA 5061

Statement of Changes in Equity

For the year ended 30 June 2018

	Asset Revaluation Reserve	Financial Asset Reserve	Retained Surplus	Total Equity
	\$	\$	\$	\$
Balance at 30 June 2016	3,512,360	4,472,903	25,166,211	33,151,474
CHANGES IN EQUITY				
Comprehensive income	-	1,198,797	-	1,198,797
Surplus for the year	-	-	786,635	786,635
Balance at 30 June 2017	3,512,360	5,671,700	25,952,846	35,136,906
CHANGES IN EQUITY				
Comprehensive income	-	(445,643)	-	(445,643)
Surplus for the year	-	-	1,558,968	1,558,968
Transfer to/(from) reserve	-	(4,713,507)	4,713,507	-
Balance at 30 June 2018	3,512,360	512,550	32,225,321	36,250,231

A copy of the full set of Financial Statements, Statement by the Board and Auditor's Statement is available on request from the: Chief Executive Officer, Meals on Wheels (SA) Incorporated PO Box 406 Unley SA 5061

Statement of Cash Flows

For the year ended 30 June 2018

	2018	2017
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from:		
Meal sales	9,423,489	9,328,778
Government grants	2,884,157	2,835,568
Donations	106,938	314,934
Interest	232,245	89,321
Other sources	91,449	132,471
	12,738,278	12,701,072
Payments for :		
Meal production & distribution costs	6,613,049	7,071,163
Employment costs	3,350,461	3,270,084
Other costs	1,547,615	1,292,984
	11,511,125	11,634,231
Net cash flows from operating activities	1,227,153	1,066,841
CASH FLOWS USED IN INVESTING ACTIVITIES		
Proceeds from financial assets	11,616,935	4,212,992
Proceeds from sales of property, plant & equipment	11,281	90,065
Purchase of land & buildings	(473,196)	(283,341)
Purchase of plant & equipment	(335,426)	(610,753)
Investment income reinvested in financial assets	1,359,545	787,011
Net cash flows used in investing activities	12,179,139	4,195,974
Net increase in cash	13,406,292	5,262,815
Cash on hand at beginning of financial year	9,575,926	4,313,111
Cash, cash equivalents and term deposits at the end of the year	22,982,218	9,575,926

A copy of the full set of Financial Statements, Statement by the Board and Auditor's Statement is available on request from the: Chief Executive Officer, Meals on Wheels (SA) Incorporated PO Box 406 Unley SA 5061



Chartered Accountants

**Independent Auditor's Report
To the Members of Meals on Wheels (SA) Incorporated**

REPORT ON THE CONCISE FINANCIAL REPORT

Opinion

We have audited the Concise Financial Report of Meals on Wheels (SA) Inc. which comprises the statement of financial position as at 30 June 2018, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows, which was derived from the financial report of Meals on Wheels (SA) Inc. for the year ended 30 June 2018. We expressed an unmodified auditor's opinion on that financial report in our independent auditor's report dated 21 September 2018.

In our opinion the information reported in the Concise Financial Report is consistent, in all material respects with the financial report from which it was derived. For a better understanding of the scope of our audit, this auditor's report should be read in conjunction with our auditor's report on the financial report of Meals on Wheels (SA) Inc.

Directors' Responsibility for the Concise Financial Report

The Members of the Board are responsible for the preparation and fair presentation of the Concise Financial Report in accordance with Australian Accounting Standards (including Australian Accounting Interpretations), the Associations Incorporation Act (SA) 1985 and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the Concise Financial Report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

HLB Mann Judd

**HLB Mann Judd Audit (SA) Pty Ltd
Chartered Accountants**

**Adelaide
21 September 2018**

A handwritten signature in blue ink, appearing to read 'C.M.J.', with a long horizontal flourish extending to the right.

**Corey McGowan
Director**

HLB Mann Judd Audit (SA) Pty Ltd ABN: 32 166 337 097

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Liability limited by a scheme approved under Professional Standards Legislation

Delivered Meals

1 July 2017 – 30 June 2018

Branch	Type	Total 12 Months	Daily Average	Meals served since Inception
Ardrossan	O	2,549	10	82,767
Balaklava	O	4,890	20	172,044
Barossa Valley	O	12,390	50	565,245
Beachport	F	786	3	786
Berri	O	5,056	20	353,270
Blackwood	CC	10,733	43	279,818
Boomer Centre	O	2,003	8	141,029
Brighton	K	32,132	130	1,971,858
Burnside	K	22,962	93	1,478,947
Burra	F	1,473	6	144,069
Campbelltown	CC	23,547	95	1,087,470
Ceduna	O	1,866	8	115,443
Christies Beach	K	57,414	232	1,653,489
Clare	O	3,668	15	261,624
Copper Triangle	K	14,802	60	430,004
Cowell	O	1,122	5	70,826
Crystal Brook	O	3,458	14	207,751
Cummins	O	1,094	4	96,861
Edwardstown	K	26,565	108	1,618,648
Enfield	K	19,318	78	1,108,961
Eudunda	O	154	4	85,314
Charles Sturt	K	27,203	110	979,854
Gawler	K	18,160	74	805,991
Gilbert Valley	O	2,077	8	178,188
Glenelg	K	32,162	130	1,571,820
Goolwa & Districts	O	1,791	17	177,635
Hallett Cove	CC	13,142	53	259,657
Hamley Bridge	O	381	2	52,215
Happy Valley	CC	25,229	102	442,439
Henley & Grange	K	28,663	116	1,580,515
Hindmarsh	K	23,766	96	1,367,778
Jamestown	O	2,806	11	197,886
Kadina	O	3,905	31	361,361
Kapunda	O	5,304	21	29,099
Laura & Districts	O	1,907	8	143,244
Maitland	O	4,242	17	109,113
Mannum	O	2,418	10	191,648
McLaren Vale	O	6,341	26	135,076
Meadows	F	915	4	46,413
Milang	F	532	2	21,729
Millicent	O	5,568	23	155,281
Minlaton	O	1,182	5	50,755
Mitcham	K	42,119	171	1,828,251
Modbury	CC	28,253	114	924,045
Morgan	O	1,185	5	67,229
Mount Barker	CC	11,755	48	477,183
Mount Gambier	K	29,652	120	1,203,488
Murray Bridge	O	15,205	62	913,875
Naracoorte	O	5,192	21	176,615
Northfield	CC	30,792	125	543,159

Branch	Type	Total 12 Months	Daily Average	Meals served since Inception
Norwood	K	24,445	99	1,303,929
Onkaparinga Valley	CC	3,427	14	259,427
Orroroo	O	1,967	8	23,046
Osborne*	K	16,637	73	950,494
Payneham*	K	3,415	53	1,259,884
Peterborough	O	3,319	13	225,527
Playford	CC	24,005	97	695,113
Port Adelaide	K	34,679	140	1,823,731
Port Augusta	O	10,717	43	647,436
Port Broughton	O	3,506	14	127,214
Port Lincoln	O	15,467	63	721,257
Port MacDonnell*	K	769	9	91,863
Port Pirie	K	19,047	77	986,143
Prospect	K	13,214	53	1,120,726
Quorn	O	1,228	5	98,909
Renmark	K	12,088	49	615,695
Salisbury	K	41,548	168	1,254,075
Snowtown	O	1,157	5	101,235
Southern Yorke Peninsula	O	628	3	102,599
Stansbury	O	1,052	4	45,112
Stirling & District	K	10,943	44	533,549
Strathalbyn	O	5,407	22	271,958
Streaky Bay	O	3,445	14	147,125
Tailem Bend	O	1,897	8	115,312
Tintinara	F	155	1	8,313
Tumby Bay	O	3,399	14	203,068
Two Wells	F	1,747	7	36,424
Victor Harbor	K	22,853	93	866,679
Waikerie	K	4,342	18	327,803
Walleroo	O	2,090	17	294,823
Warradale	K	37,102	150	1,101,525
West Torrens	K	21,924	89	1,269,533
Whyalla	O	13,539	55	615,912
Willunga	O	2,056	8	54,280
Wudinna	O	2,089	8	58,283
Yankalilla	K	5,091	21	200,845
Inactive Branches				4,694,288
Total		990,223	4,009	50,170,901

LEGEND:

- K - refers to Kitchen Based Branch
- CC - refers to Cook Chill Branches
- O - refers to Other Suppliers such as Hospitals, other branches etc.
- F - refers to Frozen Meal Regeneration Branch

NOTES:

Christies Beach has produced a further 77,206 meals for other branches. Warradale has produced a further 285,613 meals for Cook-Chill branches. Victor Harbour produces meals for Goolwa & Districts Branch. Moonta produces meals for Wallaroo and Kadina branches. Kent Town produces meals for Barossa Valley branch. The Payneham branch closed in September 2017. Port MacDonnell branch closed in December 2017. Osborne branch merged with Port Adelaide in June 2018.

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

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



Meals on Wheels (SA) Inc

ABN 76 069 457 196

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