

Branch Reports 2021

Year ended 30 June 2021



**South
Australia**

mealsonwheelssa.org.au

Meals on Wheels SA Incorporated

ABN 76 069 457 196

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

ARDROSSAN

What a year and a half we have had with COVID-19: lockdowns and restrictions. However, the Ardrossan branch continued to deliver meals to our customers, with thanks to our volunteers who risked their own health to deliver our service.

During this time, Jeannie Alderman and Wendy King took on the responsibility of ensuring we could continue operating. Also, a big 'thank you' to our Client Liaison Officers who were able to ensure the smooth operation that their role entails.

Our current committee has been in place now for three consecutive years – we must be doing something right! The Ardrossan Community Hospital continues to provide our meals and we thank the Hospital staff for their service.

It is with sadness that some of our members have passed away and others have retired. We will be ever grateful for their untiring service.

We have about 70 volunteers and about 25 clients, at the time of writing. We were able to continue deliveries through the pandemic, due to volunteers doing extra days, plus the addition of persons outside of Meals on Wheels who filled the emergency gap.

We are also grateful for the support of the Ardrossan Information Centre (the keeper of the office keys), and the staff at Ardrossan Post Office for delivering our volunteer mail (free of charge) to those who don't have an email service.

BAROSSA

It has been an interesting year in many ways. Our volunteers demonstrated their commitment to our customers by making themselves available to complete more deliveries when others had to take a break during pandemic restrictions.

Our customers were so grateful for our continued service and frequent changes in delivery style. We managed the "behind the scenes" work to implement these changes (many at short notice) thanks to a very committed and efficient Branch Committee.

We are optimistic about the future of the service and ability to have enough volunteers.

BERRI

2020-2021 has been a challenging year for the Berri Branch, as it has for all. The team in Berri have tackled the COVID-19 restrictions like local champions. Meal service continued throughout each COVID hurdle, accompanied by genuine smiles.

Adapting to change has been our volunteers' superpower this year, as the Berri Meals on Wheels office located at the Riverland General Hospital transformed into a Hub, making room for more local medical services. This saw fantastic support and problem solving from our volunteers in order to improve systems to drive the service. Volunteer numbers increased and a Regional Branch Support Officer began in their role just before Christmas. The Berri Branch members are appreciative of the community support and team dynamic that has converted challenge into opportunity and look forward to a yummy and nutritious future for our community.

BLACKWOOD

Once again, Meals on Wheels Blackwood has completed another year of providing a hot meal each weekday, with the ability to provide frozen meals when requested, to members of the Blackwood community.

Over the past 12 months, the branch has delivered 11,821 hot meals and 2,984 frozen meals, totalling an impressive 14,805 meals.

The large increase in numbers has resulted from two things. First, the situation caused by the COVID-19 pandemic which boosted the number of customers and secondly, the great advertising put forward on the television and buses has seen our numbers rise. Additionally, we believe an improvement in the menu selection offered to customers has led them to tell their friends about the meals.

Various items donated to Meals on Wheels and supplied to our branch were delivered to our customers by our volunteers three times throughout the year. Our customers and volunteers have also been kept fully informed of the requirements to ensure we continue to stay COVID safe.

Last year, the Blackwood branch did not hold an AGM, however, this year in March we held a combined birthday, AGM and BBQ. Here, the majority of Committee Members were reselected. 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. Due to the limited number we can accommodate in our building, the annual Soup Day had to be cancelled. We invited past members who are no longer active members of the Branch, to join us and help celebrate the various occasions.

BRIGHTON

The Meals on Wheels Brighton branch has around 185 volunteers across kitchen and delivery services and approximately 170 customers. Customers vary from everyday delivery to selected day delivery. With choice menus now a regular occurrence, customers are delighted to have the selections available.

2020 – 2021 has again been a different and at times, difficult year to most years, with COVID-19 still affecting the community and vaccinations still being undertaken by both workers and customers.

With COVID-19 came a whole new set of instructions, protocols and general upheavals which has remained a key element of Meals on Wheels Brighton and branches elsewhere. Each day in each week has proven to be challenging, given the movement of the pandemic.

Despite the differences to normality – most of our volunteers have remained committed to continuing in their roles. The Committee is extremely grateful to them for their continuance. Our staff remain dedicated to making sure that our customers receive their meals and support during this trying time.

We have all remained alert to changes and are appreciative of the updates that Central Office continue to report.

All staff are cognisant of the requirements to keep a safe, healthy environment to protect the vulnerable within, and external to the organisation.

Although this continues to be a testing time for all, it has solidified the volunteer force at Brighton.

The Brighton Branch Committee is hoping to provide our excellent volunteers with some social activities when possible. This includes a movie afternoon and our annual award ceremony luncheon, along with other options.

Our volunteers are our lifeblood and the Committee remains indebted to them for their commitment. Lastly, thank you to Woolworths and Reckitt for their very generous donation of Hygiene Packs to our customers. They were very appreciative of the products donated.

BURRA

A difficult year for everybody at the Burra branch and beyond. Our customer numbers are increasing and unfortunately, our volunteer numbers have decreased recently. We have been very actively seeking new volunteers and are having some success. Our Annual Volunteer BBQ and AGM was attended by most volunteers. We distributed our normal hampers to customers at Christmas, but as we had extra money in our Social Club account we also gave each customer 3 x \$25 vouchers to be used at the local cafes and hotels as these were the businesses badly affected by the lockdowns. They were very well received by customers and businesses.

CAMPBELLTOWN

The past year was challenging for the Meals on Wheels Campbelltown branch. COVID-19 brought many changes to our operations, with the need to maintain isolation whilst still trying to provide the service our customers were used to.

The change to only frozen meals was a trying time but Central Office staff amazingly managed to source large quantities from around Australia to keep the meals flowing – those involved are to be congratulated for their efforts that probably resulted in many sleepless nights.

At Campbelltown the problem was not only access to frozen meals but the loss of volunteers who stood down as a result of the COVID-19 threat. It was impractical to have three deliverers and often a single driver would carry out the delivery.

Another issue we experienced was the increase in customers. In December we had 161 customers but this increased to 185 by February and then 217 by the end of June 2021. Our five rounds have expanded to six to try to maintain the final daily delivery by 1.15pm but we're struggling to get deliverers. Someone once said "things were not meant to be easy."

CHRISTIES BEACH

With COVID-19 still very much an issue this past year, the Christies Beach branch was still able to deliver meals to those who needed us most. The customers were always glad to see our volunteers and to have a chat with them.

We have seen volunteers come and go, and even though we have been short on occasions, our volunteers have proved their worth and have been able to make sure all our customers have their meals.

We have also had a few of our longstanding volunteers and Committee Members resign from Meals on Wheels which has left a big hole in our branch. As Chair, I would like to thank them for their dedication to the branch over many years and wish them the best for the future.

The kitchen overseen by Kane has really performed to the highest of standards and are serving out over 250 meals a day - great work and well done.

To all our Office Staff and Volunteer Coordinators who do a marvellous job, sometimes putting in long hours, we thank you. Drivers and delivers thanks to you also, no matter the weather, we can rely on you.

To the Committee I wish to thank you for all commitment and input, but most of all the support you give me as Chair.

COPPER COAST

The 2020-2021 period has been a challenging time for all. The COVID-19 pandemic continues to have significant impact on Meals on Wheels. Those at Central Office are to be praised for their response to the crisis and the difficult decisions which had to be made. Likewise, the unwavering support and commitment of our volunteers has made local service delivery seamless.

The Copper Coast branch has seen several face changes throughout the year, however, services continue in support of our customers. So, to all of our Committee Members and volunteers at Kadina, Wallaroo and Moonta, a big thank you for your sacrifice and commitment.

It should be noted that recently Kadina and Wallaroo celebrated 50 years of service. A significant milestone for volunteers in those communities.

We would like to again acknowledge the cheerful and willing assistance provided to us throughout the year by our very able Regional Support Officer, Joanne

Cameron. In challenging times, Jo has continued to provide valuable guidance and support in all aspects of our operations.

COWELL

Although the 2020/21 year has again been impacted by the COVID-19 pandemic, our volunteers have soldiered on and continued to deliver the vital Meals on Wheels service to our community. Their efforts are deeply appreciated.

Thanks to Central Office for their continued support and direction during difficult and changing times.

Cowell Hospital provide our meals and our thanks goes out to the kitchen staff for their valued assistance. We also thank the Cowell Lions Club for their donation of Christmas Cakes for our customers' Christmas Hampers. Thanks also to the local Council and their staff for administrative support.

At our AGM on the 17th of March, 35 year service awards were presented to Digna King and Joye Smith. We thank them for their wonderful and much valued service to their local community.

Our Christmas lunch was held on the 2nd of December at the Commercial Hotel and 29 volunteers enjoyed the festivities, capping off an interesting 2020 year.

CUMMINS

Customer numbers remain stable and recipients are happy with the service. Delivering meals under COVID-19 conditions continues to dominate the Committee's time as we discern information as it comes in from Central Office.

In October last year, we celebrated the delivery of 100,000 meals in Cummins. The occasion was marked by delivering those meals to previous long-time volunteers, Pat and Roy Starke. They were delighted to have their photo in the Lincoln Times and the Meals on Wheels Branch Bulletin.

As the Cummins branch notch up 45 years of Meals on Wheels this year, I wish to acknowledge the foresight of the group that initiated the service and all the volunteers over the years. That's a lot of nutrition to the community!

ENFIELD

It has been an 'interesting' year for both volunteers and customers.

We were unable to hold our Christmas function as Adelaide went into lockdown just before it was due and with no guarantee that the lockdown would finish in time it seemed better to put it off until early in the new year.

Instead we had a "We survived 2020" lunch which was well attended and enjoyed by everyone. Good food, drink and company.

Customers' chosen frozen meals have been back on for some months now and it is definitely a hit!

Our first My W.I.S.E. Choice Program Branch Lunch with six clients and three carers plus a couple of guests and volunteers was set for Tuesday the 29th of June. Unfortunately, COVID-19 intervened again on the 28th so it was a rushed last minute postponement. We hope to be able to offer this opportunity for social connection and a shared food experience to our customers and volunteers again soon.

GLENELG

The Glenelg branch has enjoyed another successful year with over 130 volunteers, including the ongoing team of coordinators who do a magnificent job in ensuring smooth operations. There is always a high level of fun and social interaction shared amongst volunteers and the energy and enthusiasm displayed in undertaking their role is admirable.

With the easing of COVID-19 restrictions towards the end of 2020, we were very fortunate to be able to hold our Christmas lunch at the Morphet Arms Hotel which was a great day. As we were unable to hold an AGM in 2020, the Meals on Wheels Service Awards were made on this occasion, which provided a great opportunity to acknowledge the significant milestones in volunteering of others.

Recently there has been a slight increase in customer numbers to approximately 140 and this welcome increase has required some minor changes to distribute the number of customers more evenly on each route.

Our customers have expressed thanks and appreciation for the gifts of a Christmas Hamper, an Easter chocolate treat and donations of Hygiene Kits from Reckitt, in collaboration with Woolworths.

HALLETT COVE

During the last 12 months, Hallett Cove Branch volunteers and customers have coped well with the Covid-19 restrictions, which has resulted in minimal disruptions. Our volunteers have continued to provide an excellent service to the Community. The restrictions, however, did cause us to cancel any social events we had planned for the volunteers and, under the circumstances, this was understood by everyone.

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

HAPPY VALLEY

The last year (2020/2021) has passed. It has been another year many would like to forget with COVID-19 issues continuing.

Happy Valley, like other branches has been fortunate in that we have not had to cope with reductions in volunteers during the year and all short term vacancies have been filled with help from Central Office staff. As a result we have managed delivering to our many customers in an efficient and good natured manner.

We have been fortunate to have had a core group of volunteers who have gone beyond what would normally be expected of them, covering the normal run of absences due to sickness, local and interstate holidays. Fortunately, no COVID issues have emerged and many of our volunteers are fully vaccinated and many others have had their first shots. All COVID protocols have been followed.

We thank all volunteers for their current and future service.

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

Our customer numbers have increased considerably during the year which we assume is partly due to COVID-19 and partly as a result of the Meals on Wheels advertising campaign. The branch has been part of the trial of frozen choice and customers have been most appreciative.

Socially we held our Christmas lunch which was attended by a total of about 100 volunteers and partners. We could not hold other social functions because of COVID-19 restrictions but hope to reinstate them during the next year.

All customers were given a Christmas cake purchased, packed and delivered by our volunteers for Christmas from branch fundraising activities.

The kitchen was well represented at the Meals on Wheels AGM.

The branch continues to support Central Office with representatives on the Meals on Wheels Board, Governance and Nominations and Branch Operations and Services Committees.

Special thanks go to our Committee for their efforts during the year to enable both the smooth functioning of the kitchen and social events.

It is our hope that 2021/22 will be a more settled year, as things get back to what we will consider to be the new normal.

HENLEY AND GRANGE

On the 18th of March 2021 the Henley/Grange branch celebrated its 60th anniversary with a luncheon for volunteers at West Lakes Golf Club. CEO, Sharyn Broer presented certificates and awards. Notable milestones included were Kerrie Aitken, Jennifer Brown, Mandy Dawe, Mim Passalacqua and Barney Williams for 15 years, Dorothy Wood for 20 years, Ron Kneebone for 25 years and the Rotary Club, Henley Beach for 55 years. The Rotary Club provides a volunteer to help out with delivery of meals once a week.

Some 1,670,000 meals have been delivered by the branch over the 60 years of service. On the first day 16 meals were delivered to customers and today the branch provides about 600 fresh-cooked, 60 reheated and 50 frozen meals a week, supporting 150 customers.

Customers also received Christmas hampers, Easter eggs and cards to celebrate milestone birthdays. Branch volunteers are truly proud of 60 years of service to the community by providing support and a nourishing meal to those in need.

We thank Branch Support Officer Anthony Medcalf for his valued support over the years.

KAPUNDA/EUDUNDA

The second half of 2020 saw us continuing to live with the constantly changing limitations caused by COVID-19. As a result we had to cancel both our Christmas in July Luncheon and Christmas Luncheon festivities, due to reduced patron limits in our local venues. Our customers all received Christmas and Easter chocolates to help celebrate and acknowledge these occasions.

A number of the new volunteers that joined us at the beginning of the COVID-19 pandemic have chosen to continue volunteering with us. This is much appreciated as a few of the 80+ age group have decided against returning to their previous volunteering roles. We are always on the lookout for new volunteers with a number of us delivering meals multiple times a month to keep the roster covered.

Our customer numbers have remained reasonably stable with 17 customers having meals delivered in Kapunda, and another four collecting frozen meals from Kapunda Hospital. Eudunda has one customer whose son collects their daily meal from the Eudunda Hospital, plus another two customers who collect frozen meals on a weekly basis.

We have recently changed over to having all frozen meals supplied and delivered by the production kitchen in Adelaide. This changeover is still in the early stages

but so far all is going well with the meals being delivered fortnightly via courier to both Kapunda and Eudunda Hospitals. The recipients of these meals are enjoying the wide variety of meals offered to them to choose from. All of the hot meals are still being made in our two hospital kitchens and delivered daily by our volunteers.

On the 30th of April we held our first Volunteers Luncheon at The Sir John Franklin Hotel in Kapunda. We were joined by Brenton Dawkins from Central Office who presented our volunteer awards for both 2020 and 2021. This luncheon was a lovely event which gave us all time to catch up with each other, as well as meeting many of the new volunteers who have joined us in the last 12 months. It was decided that we will make this Volunteers Luncheon an annual event in addition to the two Customer/Volunteer luncheons we also hold.

During the luncheon we learnt of the very sad passing of Joan Latz. Joan was a long-term member having volunteered with the Eudunda/Kapunda branch for over 40 years, as well as being a Committee Member for our branch. She will be very sadly missed by all who knew her.

Above all else, we would like to thank our many volunteers for banding together during these changing times and ensuring that our customers experienced as little disruption as possible. Both the Kapunda and Eudunda Hospitals have done an outstanding job in providing the meals for us to deliver. We look forward to the day when we will once again be able to access the hospital kitchen rather than waiting outside to collect the meals.

Our next AGM has been organised for the 27th of August 2021 and will be held in the Kapunda Institute.

MCLAREN VALE

Our volunteers continue to give above and beyond in ensuring our customers are always looked after. This year our Driver's Fund donated \$4750 to local initiatives. Thanks to all for your contributions - it is rewarding for us to be able to give back to our community.

Thirty Hygiene Kits from Woolworths and Reckitt were delivered in late March and very positively received by each of our customers.

We have the support of a great team in the kitchen and are privileged to have a supportive and enthusiastic committee with a focus on "how can we do this best?"

Everyone involved with Meals on Wheels at McLaren Vale demonstrates the following in all you do. Thank you.

"It is literally true that you can succeed best and quickest by helping others to succeed." – Napoleon Hill

MEADOWS

As everyone has probably already said, what a tricky year for everyone!

We have continued to serve our 5-6-7 customers on Mondays and they have been most appreciative of our visits.

They were thrilled to be offered a choice menu, with the Meals on Wheels kitchen packing them for tracing purposes with a really good selection of meals to choose from. As this has now been suspended, I hope the extensive menu choice will continue to be offered with our bulk deliveries.

We are very well supported in a team effort of Echunga, Macclesfield, Clarendon and Kangarilla volunteers, to deliver the meals.

We were able to gather at Christmas time for awards and just to catch up.

Our long-term treasurer, Chair and volunteer, Betty Ward, sadly passed away recently after many years of faithful service and we are so appreciative of what she was able to achieve during her years of service to our branch.

We have been well supported by our Branch Support Officer, Jason with updates and equipment, and Peter and his staff in the kitchen. Thank you.

MINLATON

Minlaton Branch continues to operate with a team of volunteers, and meals supplied from Melaleuca Crt. Nursing Home. We have seen a resurgence of customers in recent weeks from a minimum of one up to 9, so we feel very valued.

The relocation of financial monitoring back to Central Office has relieved the Treasurer of some work and also the need for an AGM.

Our Christmas lunch was attended by 20 volunteers and customers on the 11th of December, catered for by the local Anglican Church group, in the church, and enjoyed by all.

Margaret Hamilton (President), Michael Ford (Secretary / Treasurer), Lorraine Rice (Client Manager) and Margaret Button (Volunteer Coordinator) are our Office holders. Helen Martin and Ian Austin join us for Committee Meetings.

MITCHAM

Mitcham branch had another strong year. Of particular note has been the increase in customers due to the uncertainties regarding COVID-19. Luckily we have been able to keep up due to new volunteers joining our team.

Unfortunately we have had to postpone our AGM for the second year in a row, which means our long term volunteers will not get the public recognition they so richly deserve. Luckily they do not do it for this reason.

We now have eight routes and approximately 200 customers which means a lot of juggling to keep numbers even amongst the routes. Customers particularly appreciated the recent Hygiene Pack delivery thanks to the partnership between Meals on Wheels, Woolworths and Reckitt.

MORGAN

Change is the only thing that never changes. The last 12 months has seen a new type of customer for us in Morgan; those serving two weeks quarantine at home without enough food in the house.

We have successfully trialled cooperating with the Morgan Activity Centre with supplying meals to them to complement our regular Meals on Wheels work. It would be good if we could extend this to helping other volunteer groups when they need meals, such as the CFS.

And finally, our trial of dog treats was a complete success. One of our customers has a nervous dog so we brought treats and he is much more relaxed now. I call it "Treats on Wheels".

Thank you to all you other marvellous people and see you next year.

MOUNT GAMBIER

Under strong leadership from our Branch Support Officer, Lisa, the volunteers and customers have embraced and adjusted to all COVID-19 requirements with minimal fuss. We thank our local Council, City of Mount Gambier for their support and allowing staff to volunteer as drivers when our elderly volunteers were unable to help.

This year we welcomed back St Martins School, who have continued their student support to us for 15 years, with these students helping both in the kitchen, as well as going out on deliveries. We would also like to thank Grant High School students who have volunteered for the past 48 years. It is a wonderful opportunity for all these students to appreciate the work of Meals on Wheels and to meet our customers.

We have taken the opportunity in May to have a dinner for our 2020 volunteer awards and we will be celebrating our 2021 award recipients in October. We are also commencing plans for our 60th year celebrations in 2022, which is a wonderful milestone to achieve.

In 2020 we had 226 volunteers, 180 customers and 31,100 meals delivered.

We look forward to continuing our much-needed service to the community.

MT BARKER

This year has been a challenging 12 months, but thanks to the wonderful marketing campaign we now have a record number of new customers at Mt Barker.

We added a fourth round three months ago and actively campaigned in our area for more volunteers. This has meant resources at our branch have been stretched to the limit.

Our Christmas lunch was well-attended with service awards and a raffle to fundraise for the Christmas gifts for customers. Thanks to Woolworths and Reckitt for the Hygiene Packs which were greatly appreciated.

Unfortunately, our mid-year celebration for volunteers was cancelled.

We hope the Movie Day planned for late August will go ahead for all volunteers to enjoy. We continue to receive great support from our Branch Support Officers and Central Office staff.

A big vote of thanks to the wonderful volunteers of this branch who have undertaken extra rounds, sometimes at short notice.

MURRAY BRIDGE

Our branch is indebted to our wonderful volunteers for their continuing support in delivering meals during the uncertain times of living with the coronavirus. This is much appreciated by our customers.

Our Branch Committee agreed to defer our AGM and Awards Event until COVID-19 restrictions would allow it to be held. On Monday the 14th of December, a combined Christmas, AGM and Awards and Afternoon Tea was held at the RSL Murray Bridge. Mark Kearns Innovation Projects Manager from Central Office also attended. Congratulations to 40 volunteers who received awards including 50 years to Helen Schubert and Gwen Parbs, 45 years to Margaret Warnest and Kay Dougall. An enjoyable occasion by the 92 who attended.

We also deferred our 50 year service milestone celebration, which was eventually held on our 51st birthday on the 8th of June at the Murray Bridge Community Club. Thanks to MoWSA President Bill Coomans and his wife Denise and Mayor of the Rural City of Murray Bridge Brenton Lewis for attending and speaking. Our Branch Support Officer, Jason Webb attended too. The 50 year cake was cut by our two 51 year volunteers (mentioned above) and new 50 year volunteer, Rosie Fuge. Thank you so much to our Committee Members for all their efforts in organising the event, which included a raffle (all prizes donated) and table notices, including a two page history of the

branch, decorations etc. Well done everyone.

Our thanks go to the MBSM Hospital Kitchen Staff for continuing to supply good quality meals for our customers, the Maintenance Department for ongoing assistance throughout the past year and the Lions Club for delicious Christmas cakes. These were appreciated by our Meals on Wheels branch.

Thanks again to our volunteers (we currently have 147 and are always looking for more) for their efforts in delivering to up to 92 customers on five separate routes throughout the entire township of Murray Bridge.

NARACOORTE

Another year has passed with COVID-19 still creating a challenge at times, but I am so grateful that we live in rural South Australia. While meal numbers fluctuate, we are still providing a necessary service to our community.

The choice menu is still very popular.

Our great achievements this year has come from our social fund, thanks to the volunteers that donate their trip reimbursement to the fund.

Once again, all our customers received a small Lions Christmas Cake and a box of chocolates at Christmas.

We also approached our two aged care facilities to ask if there is anything they need to help care for their residents. We were pleased to be able to supply Moreton Bay House at the Naracoorte Hospital with an Air Comfort Day Chair which offers ease of handling for carers and maximum comfort for residents.

To our second aged care facility, Longridge Retirement Village we are providing an Early Detection, Intelligent Intervention Monitor (Philips Early Vue VS30). We are now looking into and arranging to provide Moreton Bay House with a second Air Comfort Day Chair.

Thanks to all volunteers who donate their reimbursement money to our social fund.

A special thanks to Meals on Wheels, Woolworths and Reckitt for their initiative in providing complimentary Hygiene Packs, which were much appreciated by our customers.

NORTHFIELD

It has been another successful year of operations for the Northfield branch.

Our AGM and Awardee Afternoon was held in September at the branch. At Christmas time we gave each of our customers a Friendship Calendar.

This year we also reached a milestone of 639,284 meals since inception. We pride ourselves in enabling our customers to be able to receive frozen meals all year round, not just at holiday times.

We recently had two new benches installed in our office area. A huge thank you must go to Sandra Weisz and her husband for their kind donation of three new office chairs.

Thank you to Woolworths Gilles Plains and Reckitt for the donation of Hygiene Packs. We distributed them to our customers and they were received with grateful thanks. COVID-19 definitely brought uncertain times upon the branch.

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

Thank you to our Branch Support Officers and Central Office staff for all your help during the year.

NORWOOD

We did not hold our usual AGM and luncheon in July 2020 because of COVID restrictions. Awards were presented to volunteers at the kitchen and as our Treasurer left at the end of 2020, the Committee co-opted another volunteer onto the Committee to act as Treasurer until the next AGM.

As usual, customers were given small gifts at Christmas, including mince pies donated by Norwood Foodland, Christmas cake and sweets made by one of our volunteers. A Christmas card from Pulteney Grammar School was included in each hamper. Hot cross buns from a local bakery at Easter and a birthday card were also received by our customers.

We were lucky that with the help of emergency volunteers we were still able to produce fresh meals each day - although we only cooked one main meal for some time. While some of those emergency volunteers have since left us - we are fortunate that some have remained, replacing volunteers who have not returned.

We started using the new database mid-year in 2020 first with weekly runsheets and now with daily runsheets. I think this has made us more aware of how many times customers change their needs - with each change having to be added to the database.

Thanks to the efforts of all volunteers, particularly those who have given extra time to cover for others absent for either holidays, illness or COVID-19.

And to our Branch Support Officer, Jason - a special thank you!

PETERBOROUGH

The Peterborough branch managed to sustain its operations throughout the year, despite the challenges posed by COVID-19. Pleasingly, the branch retained most of its volunteers, with the exception of a few who retired. We also welcomed two new volunteers, bringing our number to 28.

After many years of outstanding service as Chair and Secretary, Julie Thomas and Leonie Sims stood down at February's AGM. The new Chair, Robert Turner, assumed the role at the AGM. Both Julie and Leonie plan to continue their service as meal delivery volunteers.

In December, we enjoyed a Christmas meal at the Railway Hotel, and met again in May for a volunteers' social function at the Junction Hotel. Both events were well supported and much appreciated by our volunteers.

Our goal over the coming year is to formalise our succession planning efforts to attract a new generation of technology-savvy volunteers to Meals on Wheels SA.

PLAYFORD

This year has still had its challenges with COVID-19 and lockdowns. Thanks to the extraordinary efforts by all staff and volunteers at the Playford branch we have managed to deliver meals with the same high standard of service as always.

We currently have 53 volunteers, which is a significant drop from last year's Annual Report, and 190 customers, which is a significant rise since last report. We have added a new round to accommodate the number of new customers.

Many thanks to office, kitchen, drivers and deliverers for your dedication and hard work. Hopefully next year, COVID does not play such a large role in our lives.

PORT LINCOLN

In November 2020 our branch celebrated a significant milestone of delivering 750,000 meals since commencing in October 1971. An average of 246 meals per week are prepared by Port Lincoln Hospital Kitchen staff and delivered to approximately 75 local residents on 4 routes. Christmas celebrations included delivery of individual Christmas puddings to customers and a 'Picnic in the Park' for volunteers where service awards were presented.

Our volunteers remain enthusiastic however numbers remain slightly down and committee numbers have also dropped. Customer and Volunteer Coordinators roles continue to be managed by Julie Head with Central Office dealing with new customer and existing customer reviews. Unfortunately we did not have an AGM due mainly to COVID-19 restrictions. Committee members are currently making plans to hold a 50 Year Celebration 'High Tea' in October, if possible, and hope this may spark some interest in becoming a MoW volunteer.

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.

Unfortunately we have had a steady decline in meals being delivered each day. We feel it is possibly a combination of things contributing to this, including price increases to the meals, and no doubt COVID lockdowns haven't helped.

Thanks to Nystar our major sponsors and many other generous donors, we were once again able to deliver Christmas hampers to our customers.

PROSPECT

The past year has been difficult for customers and volunteers as we struggled with the challenges of COVID-19.

The Committee wish to acknowledge the support of our volunteers during this difficult time. Our volunteer numbers have decreased but their dedication has enabled the kitchen to continue to serve our community and to support our customers.

We held our Awards Presentation and Christmas Lunch on the 2nd of December and farewelled one of our older volunteers, Joy Way who completed 30 years of service. As part of the My W.I.S.E. Choice Program in late April, the kitchen hosted a luncheon for a number of volunteers and customers. This proved successful and was an opportunity for the men to exchange stories of life experience, hobbies and families.

During Men's Mental Health Week, three of our customers took part in My W.I.S.E. Choice Program, which was the introduction of cooking classes for men. The aim of the classes is to give men more confidence in the kitchen and to expand their meal choices as well as keeping men socially engaged. All three enjoyed the experience and all said they learnt new skills.

Following years of falling customers numbers we have enjoyed an increase in recent months and the Committee look forward to the coming year as we continue to provide our customers with hot meals and companionship.

Volunteers received service awards this year, including Thelma Gould, for 40 years of service.

We look forward to our continuing service to our community.

REMARK

What an interesting year 2020/2021 has been. The time has gone so quickly. The Riverland welcomed a new Regional Branch Support Officer, Michelle Harding who has been kept busy floating between the branches and learning about Meals on Wheels.

Both volunteer and customer numbers have remained static and I thank both the Committee and hardworking volunteers for their efforts keeping things running smoothly.

Congratulations must go to CSO Assistant Bev O'Loughlin who received a Community Services Award from the Council in recognition for her volunteering efforts.

The year has seen the introduction of new route sheets, and a frozen meal selection sheet for customers. The CSO is no longer permitted to sign up new customers and the Treasurer now has far less to do. Menus are now mailed to kitchens.

It has been a busy but rewarding year. Even COVID could not deter Meals on Wheels volunteers. Great team effort!

SALISBURY

The Salisbury branch completed another very busy year, albeit with the COVID-19 restrictions, and our volunteers prepared and delivered a total of 38,000 meals.

The majority of our volunteers returned to the branch after the initial lockdown, and customer numbers have increased markedly over the last couple of months.

We celebrated our 55th birthday with a belated function in December 2020, which coincided with the Christmas lunch for the volunteers. Our special guest, CEO Sharyn Broer presented service awards to Heather Antic, Jodie Smith, Rodney Smith, Robert Handke (10 years), Judy Cooke (20 years), Jacky Gillyam and Rosalie Handke (25 years).

Our customers received a small food hamper and a handmade placemat, which was provided by a group of ladies from the Salisbury Stitchers Club. Many customers have appreciated the gift of cleaning products, courtesy of Woolworths and Reckitt that were recently delivered to them.

SOUTHERN YORKE PENINSULA

As the COVID-19 virus is still active in the community we have been taking all the appropriate actions to ensure that our customers are safe, however, it has been much easier than last year as all volunteers were available for deliveries.

We currently have 18 customers on our books receiving meals and have delivered 1922 meals during the year.

A big thank you to all our volunteers for all the deliveries they have completed during the year without any dramas.

An extra special thanks to Kate Martin from The Hub (Telecentre) and also Carolyn and Vicki from Central Office for setting up the Zoom meeting held at Melville Hotel to provide information about the database update and the necessity for volunteers to have an individual email address.

Kate Martin was able to help volunteers at The Hub and Carolyn and Vicki advised they were available to help with setting up the system.

We would also like to thank the hospital staff for preparing all the meals.

STANSBURY

We have survived! What an interesting and challenging year it has been for our volunteers.

Twelve months ago, with minimal notification, Eldercare closed the local aged care facility in the town. Elanora Home for the Aged had been providing meals for delivery to local customers since the inception of the service in our town.

With the great support of our local Progress Association and Meals on Wheels staff, we set up storage and heating systems in a room at the local information centre. With the help of several volunteers, shelving and storage areas were installed and we became operational.

Many thanks go to the volunteers who 'stepped up to the mark' and took on extra duties such as managing a rapidly changing group of volunteers, ordering, and stocking up deliveries, and generally seeing the branch ran smoothly.

During this time we also farewelled two long term office holders, Chairperson Margaret Johnson who retired for health reasons, and our Client Services Officer Jeanette Canton who relocated to Adelaide. Both are great losses to our branch but we have welcomed new volunteers who are doing an admirable job in their new roles.

Looking forward to a less challenging but rewarding new year.

STIRLING

Stirling has had a good year despite the ups and downs of COVID. Thanks to all our wonderful volunteers, we have coped very well.

Our customer have increased in numbers but they are 'tough chooks' in the hills and don't start till late 90s of age.

We again gave beautiful hampers to our customers. Thanks to many donations, mainly the Stirling Community Shop and Stirling Markets, a gift was given at Easter.

One of the most wonderful things we did at the end of last year was recognise every Stirling volunteer with a voucher to go to Red Cacao for either a coffee or hot chocolate. This was instead of our lunch as it was cancelled because of COVID-19. The feedback was amazing and most said it was the first time they were recognised, as they can't go to lunch. It was a great idea as lots went as a group to redeem their gift.

Thank you to all at the Stirling branch.

STRATHALBYN

Another successful year of serving our community with meals.

The Strathalbyn Hospital has provided nourishing and palatable meals, delivered by a willing group of around 75 loyal volunteers. Not all volunteers are able to work at the moment and we are covering with other members.

The hospital will be renovating the Kitchen so we will be using meals from the Production Kitchen in Hilton for the start of 2021-22 year.

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 attended, evident by a full bus. We had to defer last year's Volunteer Luncheon but will be holding another one at the Oasis at our AGM and Awards Presentation in July.

The Committee has worked well together and facilitated the smooth running of a well respected service. Lyn Kearvell has been a very effective secretary, Derry Proud has diligently handled our money as Treasurer, and has been our effective communicator with Central Office and rostering our volunteers to make sure that people are available each weekday to deliver the meals. Jenny Thomas has been a great hostess for our meetings and made sure our volunteers worked in safe conditions. The rest of the team are Tania Richardson, Sue Proud, Kay Brazzalotto, Pauline Wittwer, Sue Phillips and Marcia Evans.

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 15 to 25 meals per day depending on needs.

We thank Central Office staff for the communication and support they give every year. I also 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

The Tumby Bay Branch delivered 7435 meals this Financial Year, totalling 234,671 since inception. No AGM was held due to COVID-19 restrictions, but awards were presented at a Volunteers Luncheon in December. This was attended by the majority of our volunteers and good food and good company made for an enjoyable afternoon.

At the beginning of the COVID-19 crisis we were forced to vacate our office at the hospital, but have been able to access space with a local care provider.

Christmas Hampers were delivered to all customers and most appreciated, as were the Hygiene Packs generously donated by Woolworths and Reckitt.

Committee Member Sue Monfries represents our branch on the Branch Operations & Services Advisory Committee and we find her feedback a great asset.

The great staff at the Hospital Kitchen continued to supply us with daily hot meals all through lockdowns and restrictions, which was wonderful.

Customer numbers are rising with over 35 currently receiving meals, and the number of frozen meals for weekends and public holidays rising steadily.

TWO WELLS

Well, after a few shifts and lots of negotiation, the Two Wells branch has finally found a new place to call home. We are now located at the Two Wells Community Centre's Meeting Room. In June 2021 we moved from the cosy Two Wells Craft Shop Kitchen facility, which we were grateful to be able to use, but was only meant to be for a short period of time.

Our branch delivered frozen meals fortnightly until just recently. Customers can order the meals they prefer from a menu given to them each week. The meals are then delivered to our branch, but due to the extra space required to store the frozen meals, we had to change our delivery times to weekly.

The Two Wells branch has had 10 very valuable and reliable volunteers, but just recently have signed up more volunteers which has helped us to deliver the frozen meals weekly, making it a great relief to the other members of our team.

At the moment we have around 17 customers, a number which is much higher than we have had for many years. It is fantastic to be able to help customers with their meals each week.

In August 2020, the volunteers ventured to the Pomegranate Cottage, Birdwood for a Luncheon. Here, Pauline Bastiaans and Sue Holland received their 5 year service badge and Ian Gameau, Mac Crabb and Malcolm Frost received 1 year service certificates.

In March 2021, all 13 members of Two Wells Meals on Wheels attended a lunch at the Chocolate Factory, Tanunda. This was made possible thanks to a gift from the Federal Government (\$30 per volunteer), as a thank you for service during COVID-19 in 2020.

Pamela Duncan and Judi Frost toured the new Central Office in March and enjoyed this experience. It was certainly an eye-opener as to how the Corporate Office and Production Kitchen are now set up in the new building.

In April we had a morning tea at the newly opened Bella Mia's Cafe in Two Wells to celebrate 35 years of operation.

In November, our Annual General Meeting was held at Judi Frost's home once again. Rosslyn Andrews gave us a report from Central Office, which we appreciated very much.

The Election of Office bearers was conducted and once again, the present Committee was re-elected. This year Judi Frost advised that she would not continue as Secretary/Treasurer next election.

Christmas Hampers were once again given to our customers. Christobel Crabb, Maria Pellizzari and Bec O'Brien were all great helpers in making these available to all our customers, who really do appreciate receiving these hampers.

With many emails and communication, we have been able to continue with our deliveries of frozen meals to all customers, through the impact of COVID-19.

I would particularly like to thank Judi Frost, our Secretary/Treasurer, who does simply amazing work to keep the branch running smoothly, Lorraine Goss our Client Services Officer who makes our work so much easier – and also to Rosslyn who we can contact anytime.

WAIKERIE

We have had an interesting year.

We were fortunate to have a Branch Support Officer appointed for the Riverland and this has been very good.

We are very proud of our volunteers who have been extremely flexible and caring during the COVID-19 pandemic. Our customers are very grateful for us for being able to receive their meals and our friendly faces.

Our customer numbers have remained steady and we serve between 35 and 40 community members.

The outside of our building has been painted and looks bright and fresh.

We are looking forward to a good year this year.

WARRADALE

The Warradale branch owes much to our current list of drivers and deliverers, due to a shortage of volunteers. Many have come to the rescue and have taken on multiple days, along with our kitchen team we have provided a great service to on and off 186 customers. Well done team.

Thirty years on and the branch has had an overdue makeover to the delight of our office team who now have a brand new working environment. A big thanks to Jenny, Dianne and Peter for their input towards the planning and set up involved and to Branch Support Officer, Brenton for making it all happen.

Our 86 volunteers celebrated our branch's 30th birthday with a three course luncheon at the Morphett Arms Hotel. Thank you to Marion City Mayor Kris Hanna who provided a special cake to mark the occasion. All agreed it was a great afternoon.

During the course of the year we have gifted customers with Christmas, Easter, Mother's and Father's Day goodies, as well as Hygiene Packs - a bright spot for all of our customers in the current COVID-19 climate.

WHYALLA

This year has been challenging with COVID-19 and all its associated restrictions. We have been lucky that our volunteers have still been available and they have coped well with the changing restrictions and delivery rules. Our customer numbers are still low but steady.

We had lunch on the 16th of March, where we handed out awards to our long serving volunteers. Well done to Dorothy Smith (40 years), Jean Docherty, Catherine MacManus, Leone Michell, Rotary Club (30 years) and Sandra Norton (20 years). This was enjoyed by a lot of our volunteers and it was nice to all get together during what has been an unusual time.

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

We no longer have a Committee or meetings but between Allan, and our office staff Barb, Wendy, Barb, Val and Marilyn we manage quite well.

We thank everyone for all their time and support this year.

YANKALILLA

This year has been one of changes for the branch.

Carol Still, our longstanding Kitchen and Client Coordinator died after a hard-fought battle with pancreatic cancer. Her death was a major blow to our volunteers and our customers. We all feel for her family.

In July 2020, we at Yankalilla, began the process of modernising our clerical operations with the transfer of account paying to Central Office. This meant a great reduction in the workload of the Treasurer.

The change process was accelerated in May when we moved to using the new client database. This change has been appreciated by our deliverers and Cooks of the Day, who like the clarity and simplicity of the daily route sheets. Of course, the Treasurer and his assistant are taking a bit longer to become totally familiar with the new database.

Once again the smugness that came with having all Committee positions filled at the AGM was short-lived. The Vice Chairperson had to give up his involvement with Meals on Wheels due to health problems. His resignation was soon followed by that of the Volunteer Coordinator, who was leaving the district. Our new Volunteer Coordinator found that the demands of this position were unsuitable, due to home and other life commitments. The duties of this position are now being shared by the Secretary and the Chairperson.

The various operational changes caused by COVID-19 have been somewhat frustrating but are now simply an accepted part of our daily routines.

The year has been notable because we have had no appliance breakdowns, surely a 'kilometre-stone' worth noting.

Our Committee Members thank the Central Office staff for their support and assistance, and also our volunteers for the great work that they do in preparing and delivering delicious meals.



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.

80 - 84 Sir Donald Bradman Drive, Hilton SA 5033 | PO Box 406, Unley SA 5061

P 8271 8700 | **F** 8490 2309 | **E** meals@mealsonwheelssa.org.au | mealsonwheelssa.org.au

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