



Photo courtesy of Simon Cross Newsprint

Georgia and Volunteer Margaret Mackenzie chat about the day's menu!

Meals on Wheels wide appeal in the community.

Many people believe that Meals on Wheels is just for older people in the community. So we have embarked on a campaign to bust this and other myths!

If people have a need for meals due to ill health, a disability, a crisis, or they are a carer and are having trouble cooking or shopping with ease, Meals and Wheels is there to help.

To emphasise this wider client base, we chose one of our younger clients to feature in a recent article in *The Advertiser*.

Georgia Brown is 11 years old and her parents John and Tracey Brown sought out our meals service some 5 years

ago to help provide meals for Georgia who has an intellectual disability.

CEO Sharyn Broer was quoted as saying that we have about 15 clients aged under 40, and that we are trying to change the perception that MoW is just for senior Australians.

Sharyn said in the article that it is unusual for a child to receive help from MoW, but mainly that's due to people not realising that we can actually help.

The meals we provide help Georgia's parents to address her strict diet needs and juggle work and other family commitments.

We suspect that this is a balancing act that occurs across the state and we encourage people to call us to enquire on how we might help them.

National Volunteer Week – Thanks a million!

"Thanks a Million!" was the theme for the recent National Volunteer Week 2013. It was another great opportunity to say 'thank you' to our volunteers for all the hard work they do to keep the "wheels" of Meals on Wheels turning.

We achieved very good publicity across the state during the week which encouraged many people to call to register their interest.

The week started on Monday 13 May with a march involving volunteers from organisations across the state, including a team from MoWSA proudly showing our colours on the "march" from Torrens Parade Ground to Victoria Square. It was captured on the Channel 9 News too! More pictures can be seen on our Facebook page.

Importantly, this was a volunteer led project and we thank those volunteers who put their hand up!



Scenes from the march with our happy crew!

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Comment from the CEO...

Welcome to the Winter edition of *NewsFeed*, our quarterly communication with clients, volunteers, staff and supporters of Meals on Wheels.

Meals on Wheels started in SA as a grass roots 'social enterprise' nearly 60 years ago. From the very beginning, our founder Doris Taylor harnessed the power of hundreds of willing volunteers to deliver the Meals on Wheels service. Our clients regularly praise our volunteers, and as an organisation we take every opportunity to publicly thank our volunteers and highlight the vitally important work that they do.

Since the early 1970's, government funding has helped offset the cost of meals to our clients. You may have heard of changes that the Australian Government is making to improve services for older people, under the banner of Living Longer. Living Better. Some of these changes will inevitably impact on Meals on Wheels. Currently, the Australian Government is undertaking a review of the meal services that it funds through the Home and Community Care Program. The intention is to make sure that the services effectively assist people to live independently at home, meet the future needs and expectations of consumers, and respond to service delivery challenges.

One of our challenges in this review process is to clearly demonstrate that Meals on

Wheels offers more than just a meal. It is tempting for policy makers and economists to reduce effective and long-standing models of service delivery into their component parts – the lowest common denominator, if you will. With Meals on Wheels, this could mean that we are seen merely as an organisation that produces and distributes fairly cheap food. But our clients and our volunteers know that Meals on Wheels is so much more than that.

Meals on Wheels plays a vital primary health role in communities right across South Australia. Besides delivering a delicious, balanced, ready-to-eat meal to the door, our volunteers provide important social contact for people who may be isolated and lonely, and a friendly eye on the well-being of those people whose health is at risk, following up with family members or doctors if they notice anything amiss. You can't get that from a TV dinner!

Meals on Wheels' commitment to operating on a voluntary basis also helps to build stronger communities. Each year nearly 8,500 registered volunteers, as well as 500 secondary students and some 200 corporate volunteers, have a

way of contributing positively and helping others in their community. People who receive Meals on Wheels feel cared about, because someone was willing to give up some of their time to cook or deliver a meal, and have a bit of a natter. In many communities this also strengthens other connections between volunteers and recipients, who may also be neighbours, former workmates, relations, sports club members or fellow parishioners. It is hard to imagine life without Meals on Wheels.

I regularly hear stories about the difference that Meals on Wheels has made in someone's life, either as a client or as a volunteer (sometimes as both!). We are currently collecting volunteer stories through a national survey found at <http://mealsonwheelssurvey.com/> please complete a survey if you have an opportunity until June 14. And of course at any time, if you have a Meals on Wheels story to share, please let us know through a Feedback Form, letter, email, phone call, Facebook post on our page or tweet at our link. Contact details are on the back of this Newsfeed.

Sharyn Broer
CEO

New thoughts about home entry

The issue of entering a client's home is an interesting one...

A branch told us the other day of a great service story. A client calling in to request a meal change collapsed whilst on the phone! A quick thinking volunteer kept the client talking, whilst he asked about any "emergency buttons" etc. The client was able to give the phone number of the next door neighbour who had a key to the home. The client is now in hospital, in safe hands.

Most branches have humorous stories like one we heard recently...

It was our final meal delivery for the day and we made all the usual calls at the back door. No answer. We decided to enter and repeat the greeting. Still no answer, although everything suggested the resident was not far away. We decided to take a look around – hoping to confirm, that the client was OK, just not at home.

The bedroom was rather dark and as I entered, and I caught the image of a person coming towards me. "Oh, there you are," I blurted out. But no reply; then I suddenly realised it was my own reflection in the wardrobe's mirror!

Our apologetic recipient was simply unable to be home in time for delivery, which happens sometimes!

Seriously though, what are the rules around entering a client's home these days? They have in fact changed over the years and Julie Bonnici our new GM Service Operations has been finalising a new "Home Entry Policy" for MoWSA. This, after much consultation and legal advice we might add.

The result is a relatively simple and practical process to follow. The new policy is being introduced to branches with plenty of time being spent on discussion and explanation.

All clients will be asked to confirm their own instructions on home entry and we encourage all volunteers to make a point of being familiar with the policy as it is rolled out.

Round up from the Meals on Wheels Branches...

Business sees the benefits of workplace volunteering

In a recent article in the Career One lift out of the Advertiser, Cara Jenkin reported that businesses that encourage and organise for their workers to take part in company volunteering programs are regarded more highly, receive greater worker loyalty and have a better reputation among consumers than those that take a less charitable path.

She was reporting on the key findings of research by University of Adelaide PhD student Claire Johnson, undertaken for MoWSA;

- Consumers have an “overwhelmingly positive attitude” towards corporate volunteering.
- Businesses that enable staff to volunteer for not-for-profit groups on company time are seen as socially responsible.
- This leads to improved loyalty and increased business as consumers spend more and spread the word to other customers.

CEO Sharyn Broer said in the article that socially responsible companies report an increase in employee commitment, performance and job satisfaction. “Their staff members receive many benefits from corporate volunteering. These include a sense of personal satisfaction and fulfilment (and) new skill development opportunities. They also meet new people and explore new situations.”

MRS Property Director Geoff Robertson said his company first looked into

donating money to charities but decided to also pursue giving time. Once a fortnight, a group of staff drawn from across the business volunteer a few hours, four or five times a year.

“We feel it’s important that businesses have a social conscience,” Robertson said. “Staff who don’t necessarily work together are in the same group, which also encourages workers to get to know each other better.”

Asset manager Nadine Wessel says staff get a chance to bond and it is rewarding to provide Meals on Wheels clients with social interaction and nutrition.

“It’s quite humbling if I can bring a smile to someone’s face. That might be the only person they will see all day,” she said.

We say thank you to Cara for bringing this exciting volunteering opportunity to the attention of the broader market.



Photo courtesy of Simon Cross Newspix

MRS Property volunteers Nadine Wessel and Geoff Robertson with MoWSA CEO Sharyn Broer (centre).

STOP PRESS

Bernie Lewis Home Loans lends Hindmarsh branch a hand!

Bernie Lewis Home Loans is the latest corporate volunteer partner with Meals on Wheels. As part of our Corporate Volunteering Programme, they have taken “ownership” of a delivery round.

Once a fortnight, two employees from the company meet at the Hindmarsh branch, ready to deliver meals to our clients. Employees take turns each fortnight, so that everyone gets to experience volunteering the MoWSA way!

The Hindmarsh branch has welcomed the extra pair of hands, and Bernie Lewis Home Loan employees look forward to building a long term relationship with both the clients and the volunteers at the Hindmarsh branch.

Well done to the Bernie Lewis and Hindmarsh branch crews!

Know an organisation who should join our Corporate Volunteer Programme, or want to find out more? Freecall us on 1800 854 453!



Pioneer Riverland Volunteer calls time!

Mrs Audrey Todd of Berri branch started with MoW in 1967, making her the longest serving volunteer in the Branch.

Audrey was introduced to MoW by a neighbour, who asked her to go to the Renmark kitchen to help peel the vegies. She did this two times before deciding she could be more of a help in Berri.

Audrey clearly remembers the early days, when meals had to be collected from the Renmark kitchen. Volunteers had to collect the meals in big pots, deliver them around the town and when they were empty, take them back to the RSL Hall which was then on the riverfront in Berri. Pots were washed out in the river, ready for the whole process to be repeated the

next day! It became much easier to provide our service in Berri after 1971, when meals were prepared by the Berri Hospital kitchen.

Audrey also remembered one Christmas when delivering to two gentlemen on her round who had no family nearby. She took her husband Frank along with their two children, and according to Audrey "the men thought it was beautiful".

Audrey has been a wonderful role-model for volunteers within our community. She loved mixing with people and was always ready to do extra little things for clients when she delivered their meal.

Audrey Todd will be greatly missed by the Berri Branch and all at Meals on Wheels.



Audrey Todd, calls it a day after 46 years



"Acting Site Superintendent" Des Memen and "Temporary Inspector of Works" Frank Petagna take a look at the new awning out front of the new kitchen, which was handy as it was 30 degrees in May!

Port Pirie moves next door!

As we go to press the Port Pirie team are moving into their new home, right next door!

A brand spanking new kitchen has been opened for business and by all reports the volunteers could not be more pleased.

It has been many years in the planning and now the branch can really deliver to the community!

Many people have played an important role in the whole project and they will be thanked at an official opening in June.

The important thing... it's a reality!

Client News and Stories...

MEALS ON WHEELS

More than just a meal.

Our new centenarians...

Two clients recently joined those 100 or over who receive our service. Mrs Hildegard Euscher, a client of the Modbury branch is appreciative of the service of Meals on Wheels and says how much she enjoyed the food and seeing the deliverers each day.

Mrs Edna Millard, a client of Clare Meals on Wheels, also recently celebrated this important birthday milestone. Mrs Millard has been receiving meals for seven years and loves having the deliverers visit her each day.

Congratulations to both and MoWSA is delighted to provide a service to these valued Australians.



More dirt for Enfield!

Here's a picture of a very important load of soil being delivered on a wintery morning recently. "So what!" We hear you ask. It's a very special load of soil, that's why. It means that the Enfield branch "Community Garden Project" took another important step forward, with rich soil being delivered by the good folks at Jeffries. Can't wait for those crispy carrots, can you?!!!



The Modbury branch delivered flowers to Mrs Euscher to mark this special occasion.



Volunteers from Clare, Pat Jenner, Maureen Lally, Ian Denton, Mrs Millard and Julie Gibson with the flowers delivered with her meal on her special day.



BTN Host Nathan, volunteer Anjelica and Supervisor Judy, hard at work, with a smile!

Behind The News...Goes behind the scenes at Mitcham

BTN, the popular ABC national news program aimed at younger people, visited Mitcham branch recently to film for a terrific program that went to air with lots of archival footage and positive mentions of MoW! Host Nathan Bazley chatted with volunteer Anjelica Alanne, a university student who originally started with the branch as a school placement and continues to volunteer, as she has developed good friends and she enjoys the volunteering spirit. It's a great story and you can see it by going to... <http://www.abc.net.au/btn/story/s3755220.htm>

F'reezer Jolly Good Fellow!

Mr Roger Lang, representing the Lang Foundation, recently "Opened" a new freezer at Glenelg branch donated by his foundation.

The marvellous two door glass fronted freezer now takes pride of place in the kitchen allowing for improved storage for special meals and so on.

The branch was delighted with the kind gesture and we all appreciate the kindness of people and organisations such as the Lang Foundation.

If you would like to join in supporting MoWSA like this, please call Peter on 8273 1326.



President Leon Holmes (left) with Roger Lang using his "good arm" to open the new freezer. Roger's arm was in a sling due to recent shoulder surgery.



Chair Mikki Bouchee shows Leon Holmes, guest Janet Hoopman and Roger Lang the ropes on meal packing with Glenelg Supervisor Raylene Cobain in the foreground hard at work.

Make a donation of time or money...

Please contact us to enquire about becoming a Meals on Wheels volunteer. It's a rewarding role working with interesting people and it is something you can manage to do as little or as much as you want or can! Call our Volunteering Team now on 1800 854 453 to find out more.

Sometimes we do not have the time to volunteer and would still like to help. Indeed we may simply wish to recognise the difference Meals on Wheels has made to someone's life.

We have many projects and ideas that could use your support through donations, bequests and so on. All donations to Meals on Wheels are tax deductible.

Here's how to give;

You can donate on line at our website mealsonwheelssa.org.au, freecall now on 1800 854 453, or complete the form below and send it with your donation to:

Meals on Wheels SA

Reply Paid 181
PO Box 406
Unley, SA 5061

Name _____

Address _____

Phone _____

Email _____

I would like to make a donation to assist the work of Meals on Wheels:

\$25 \$50 \$100 Other \$ _____
(Donations of \$2 and over are tax deductible)

Enclosed is my cheque/money order **OR**

Please debit my:

Bankcard Mastercard Visa

Card No: _____

Name on card _____

Expiry Date _____

CCV number _____
(The 3 digit number on the back of your card)

Signature _____

Yes. I am interested in volunteer work with Meals on Wheels. Please contact me.

Yes. I am happy to receive contact from Meals on Wheels.

Did you know?

No means test!
No waiting lists!
No minimum orders!
No hassles!

And don't forget we can also provide frozen meals for the weekend and public holidays.
So why not give us a try!

Milestones...

Congratulations to the following branches who celebrated a recent milestone:

- Blackwood branch celebrated their 21st birthday recently.
- Port Augusta delivered their 600,000 meal.
- Waikerie delivered their 300,000 meal.

This publication is edited by the Volunteering Department at Meals on Wheels SA. If you would like to follow up or comment on an article, or if you have an article to submit in the next edition, please send a complete article with any photos to Vicki Moll by email: vicki@mealsonwheelssa.org.au or by post: PO Box 406, UNLEY SA 5061, or call 8271 8700. Statements and information appearing in the publication must not be interpreted as having the endorsement or being the opinion of Meals on Wheels SA, which takes no responsibility for the correctness of information, statements or comments made in the publication. If you do not wish to receive a copy of Newsfeed, please call us.