



Celebrating our Volunteers at Awardee Day 2013

Eligible volunteers with a current service totalling 10,000 years were invited to celebrate this year's annual Meals on Wheels SA's Awardee Afternoon.

This year some 173 volunteers, with a collective 3395 years of service, accepted our invitation to attend the lunch at Morphettville.

Meals on Wheels Patron, the Governor of South Australia, His Excellency Rear Admiral Kevin Scarce AC CSC RANR & Mrs Scarce were present to acknowledge volunteers with 15, 20, 25, 30 and 35 years of service, and personally present awards to the 40, 45 and 55 year Awardees present.

MoWSA President Leon Holmes AM and Chief Executive Officer, Sharyn Broer, presented His Excellency and Mrs Scarce with a special handmade plate, by Adelaide's Jam Factory, as a thank you for their continued patronage and support.

The annual Awardee Afternoon is a great way to publicly recognise the dedication of all volunteers and long-standing efforts of our 8500 volunteers across the State. We haven't added up the combined number of voluntary service years to Meals on Wheels in SA. We know it's a milestone worth celebrating!

It also is a tangible way to pay tribute to our milestone volunteers for their

continued service and commitment to Meals on Wheels in South Australia and is a special way to thank, congratulate and honour them for their outstanding support and tireless work in our community. They are truly selfless, dedicated and the backbone of our organisation.

CEO Sharyn Broer said, "We couldn't deliver our much-needed service in the community without their exceptional support and tireless work right across the State.

Volunteers are often seen as unsung heroes, but whenever we can, we take the time to recognise their outstanding efforts more publicly".



Our Patron, The Governor, addresses the volunteers.

Special Plate for 40 Year Awardees

This year we offered our traditional acknowledgement of this major volunteering milestone, by way of a special memento.

In this our 59th year, we looked for a way to acknowledge service, that like Meals on Wheels, was uniquely South Australian.

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Comment from the CEO...

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

The festive season is in full swing at Meals on Wheels, with Christmas menus planned, frozen meal orders and deliveries underway, and parties and events for volunteers and clients alike. This special time of giving brings me to reflect on the many different examples of giving within Meals on Wheels.

Our 8500 volunteers unstintingly give of their time to plan, prepare and deliver more than 1,000,000 meals every year across the state. Branch Committee, Board and Board Committee members give more time and energy to managing the administration of branches and the organisation as a whole. Conservatively, Meals on Wheels volunteers collectively give more than 500,000 hours of their time every year to support people to maintain their independence and good health.

Besides giving their time, volunteers give in many other ways. Many volunteers donate their driver allowance back to the branch, conduct fundraising activities and gather donations. This allows them to give little extras to their clients, including Christmas parties, little gifts and cards for birthdays, Easter,

Mother's and Father's days, and in many cases substantial hampers of goodies at Christmas. Volunteers give their concern and care for others in their community when they follow up on people who aren't home at the usual meal delivery time, or whom they notice are looking unwell, or haven't managed to bring their bins in or put their clocks forward or back for daylight saving. They also give guidance and valuable lessons to the hundreds of secondary students who undertake work experience with Meals on Wheels each year, and they give each other rich and rewarding friendships.

Service Clubs and businesses are also very giving. Some, like the Rotary Clubs of Prospect, Port Adelaide and Edwardstown and the Rosefield and Brighton Uniting Church fellowships, have given a commitment of more than 50 years service in establishing Meals on Wheels branches, building kitchens, and undertaking meal deliveries. Businesses are also increasingly giving of staff time to help with volunteering, along with donations of goods and services. The Riverland growers, for instance, donate surplus fruit for the Waikerie Branch volunteers to preserve, making

their pantry the envy of many!

Our small group of Meals on Wheels staff are also very giving, putting in many paid and unpaid hours to ensure that our volunteers and clients receive the practical support they need, along with giving their advice and expertise (usually when it's asked for and occasionally when it's not!).

The people who receive Meals on Wheels also give. This might be through having a chat and a laugh with volunteer deliverers; giving a flower from the garden, a sweet or a bag of lemons in thanks to local volunteers; giving feedback on the quality of the meals and deliveries so that we can keep improving our services; giving small donations or occasionally a bequest to help with the increasing costs of providing services; and giving all of us so much satisfaction in knowing that whatever we give, we are making a real and valued difference in so many people's lives.

May you and yours have a blessed, safe and peaceful Christmas and New Year,

Sharyn Broer
CEO Meals on Wheels, SA

MoW Celebrates (continued)

We wanted to offer something that was practical, not too hard to carry, and could be used or simply just displayed.

This year's 40 year awardees received a specially commissioned, handmade glass plate, in Meals on Wheels colours & design themes.

A design by Kristel Britcher, Program Manager/Glass at the Jam Factory, and an artist in her

own right, was selected as our presentation piece.

The awardees, their family and friends admired this great local glassware from the unique Jam Factory. We hope it will be a keepsake for them to cherish.

It was given as a small token of Meals on Wheels respect for them, and their great work over 40 years.



Round up from the Meals on Wheels Branches...

Prospect is Celebration Central

Prospect branch has recently been the centre of a number of celebrations. Since the last NewsFeed, the branch celebrated its 55th birthday at its AGM where branch stalwart Doreen Horne cut the celebration cake.

Doreen has a long standing history with the branch as she was the first Secretary when it started in 1958.

Doreen's husband served as the first Chair of the branch and did so for 17 years. Family tradition now continues with their daughter currently serving as a committee member!

At this year's Awardee Day the Rotary Club of Prospect was acknowledged for their continuous 55 year history with the branch. They were instrumental in helping Doris Taylor get a kitchen up and running in the area.

And not to be outdone, Prospect volunteer Lou Rowe, the Tuesday Cook of the Day, simultaneously had a 90th birthday celebration and collected his 20 year service award!

Lou, originally from Maitland, served in the Air Force in WW2 and trained in Canada and the Bahamas. He went on to be a wireless operator, flying out of bases in India and the Pacific.



Mr Rob Rooke from The Rotary Club of Prospect, collects recognition for 55 years' service.

Post war, he went to University for a few years, and then was apprenticed to the meat industry. He retired at 60 and has spent the last 30 years travelling in Europe and the UK. He signed on as a volunteer at the Prospect branch, starting on deliveries, before making his way into the kitchen and becoming the resident 'soup guru'!

In his spare time Lou sings in the Metropolitan Male Choir and is involved in church activities. We trust there will be more years of cooking and singing to come!

Nice one Prospect!



Lou Rowe with his birthday card and 20 year award.



Doreen Horne with the special cake.

Another Ton Celebrated!

We know the cricket season is here and there's an Ashes campaign to win. But this ton was the celebration of a 100th birthday for Warradale client Mrs Beryl Price, who was overwhelmed by the cards and best wishes she received on her special occasion. Pride of place was a message from Her Majesty the Queen.

Mrs Price has been a Warradale branch client for about 5 years and looks forward to the visits from the lovely volunteers that bring her a hot meal each weekday.

Mrs Price is an avid reader, loves needle work, and is very happy to still be able to maintain her independence with a little help from her friends at MoW Warradale.



Peter and Mary Burford delivered Mrs Price's birthday meal, with the help of City of Marion Mayor, Felicity-ann Lewis.

We would also like to acknowledge that Mayor Lewis, a great MoW supporter, was recently named South Australian of the Year, for 2014. Congratulations.

New Packaging Continues to Roll Out

The new packaging for our meals continues to roll out.

A successful introduction of the new soup cups has been experienced, including some swift action by the Facilities and Food Services team to address lid issues.

Feedback, especially from clients, is that the cups are not only more practical but look bright too!

Frozen meals from Kent Town are starting to roll out with the smart new foil trays and even smarter lids.

The lids have been redesigned and the frozen meals now have a much more appealing blue lid.

These new foils are shallower and wider than the “bricks” we have been using.

We reckon that clients will love the look and appeal of the new foils.

The Branch Operations team, together with Facilities and Food Services, will work with branches to progressively introduce the new foils, making the most of the larger container to attractively present our delicious meals.



The new packs are sure to appeal to all.

New MoW Video Launched

A new MoW video was launched at the annual Awardee Day, aimed at a variety of uses around volunteer recruitment and retention.

Late last year we applied for a place in the SA Government’s Office for Volunteers “Community Voices Program”. The program partners community based groups like MoW with students from Flinders University, to produce short documentaries or television commercials for volunteer recruitment and community education.

The films can then be screened on television, online, used for public presentations, and in other creative ways to help the organisation to achieve its goals and promote volunteering.

We won a place in the program and at commercial rates it is worth a considerable sum.

We recently interrupted the “Friday Crew” at Mitcham branch and turned them all into “video stars”. They did very well as you would expect from a MoW volunteer kitchen team and certainly emphasised the fun, enjoyment and value of more than just a meal!

All branches will receive a CD to use in new volunteer orientations, community talks, loans to the local High School and many more ways to spread the good word about the work of MoW. If you would like to see the video you can go to <http://youtu.be/Gd28RmJDq1Y>.

Many thanks to the Mitcham Team and we hope you enjoy these “clips” from the video and the video itself.



News and Reminders

COTA Every Generation Festival Awards Dinner

This year's festival was celebrated with an awards dinner. Some of our long serving volunteers along with CEO Sharyn Broer and General Manager Service Operations, Julie Bonnici attended the event, which recognises and celebrates the achievements and contributions of older South Australians to the fabric of our community.

The evening was a real "who's who" of South Australian service organisations from all corners of the state.

Meals on Wheels received special recognition on the night. The compere, Tony Pilkington, in front of hundreds of people, asked the



MoW Volunteers at the COTA Dinner this year.

volunteers from Meals on Wheels to stand up. He then informed the crowd to much awe and applause, that between these eight wonderful volunteers there was a total of 259 years of service to the community via Meals on Wheels. The ladies all received warm and respectful applause.

Joyce Crick	43 years
Barbara Healey	38 years
Helen Doley	39 years
Brenda Burns	7 years
Annette Forbes	42 years
Lois Allen	29 years
Norma Martin	41 years
Ann Hobbs	20 years

Fire Danger Season... Important Reminders for **All**

The official fire danger season is with us once again. Every resident living in a fire danger area is encouraged to go to the CFS website to ensure they are familiar with and have developed their own fire safety plan.

Clients of MoW will have received a notice from their local branch to remind them of the need to be alert and aware of fire danger.

Branches and volunteers should also be aware and have completed a branch fire danger evaluation, so that everyone is prepared.

MoW may not deliver meals to clients in fire danger areas on days with a declared Catastrophic Fire Danger rating or in the case of a nearby fire event. These declarations are made by the Bureau of Meteorology by 4pm on the day before.

The Service Operations team at MoW has recently met with the CFS, and updated our policy & procedures, for use this year.

Branches have been supplied with an information package, including notices for clients, evaluation forms and other important information.

If you feel that you may not have received this information please contact Meals on Wheels as soon as possible.

Clients and volunteers alike can find more information on the CFS website: **www.cfs.sa.gov.au**

Or, call the CFS Fire Ban Information Hotline: **1300 362 361**



Christmas

We trust that all our valued clients who needed to have taken advantage of pre ordering some frozen meals for the Christmas/New year break.

Generally the last meal deliveries for 2013 will occur on Tuesday 24 December and will resume on Thursday 2 January 2014.

However we do know some branches, including some country hospital-based branches, do deliver over the break.

If you or someone you know has any concerns for the festive season and meal needs, speak to your local branch or Freecall 1800 854 453 as soon as possible.



From all of us at Meals on Wheels right across the State, may we wish our; valued clients, families, friends, suppliers, contractors, and indeed everyone... a very special Christmas and New Year. Stay safe and sound.

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.

Milestones...

Since our last issue...

Happy Valley
25 Years

Whyalla
45 years

Campbelltown
45 years

Stop Press:

Port Adelaide at Semaphore Street Fair

Port Adelaide Branch managed a terrific local initiative recently when they participated in the Semaphore Street fair. Held in brilliant weather the popular event attracted many thousands of visitors.

The branch reported a great deal of interest in MoW. Well done Port Adelaide!

This publication is produced by 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.