



A panorama of the well-attended AGM 2012

## MoWSA AGM/Branch Officer Conference Provides Information and Action!

The 2011/12 Meals on Wheels SA Annual General Meeting and Branch Officers' Conference provided an ideal opportunity for branches to be updated on what is happening with the organisation as well as being able to contribute to the governance of it.

The President, Honorary Treasurer, CEO and Committee Chairs, all provided interesting updates as well as endorsing their written comments published in the Annual Report.

The result of hard work by a special committee of the Board, including wide consultation with branches, resulted in some updates and changes to the Constitution which were approved on the day.

CEO Sharyn Broer provided some interesting insights into the research and strategic planning being done to better understand the needs of current and future clients and how they are and might use our services.

Clearly the market place is changing and it was reassuring to know that clients remain highly satisfied with Meals on Wheels and our service. We are the first choice for people who need delivered meals, they simply no longer need us as early, often or continuously as they once did. It was pleasing to note the very many favourable comments passed by respondents in our research, on the great work done by our volunteers.

A copy of the Annual Report is available on line by going to... [www.mealsonwheelssa.org.au/News](http://www.mealsonwheelssa.org.au/News)



President Leon Holmes AM speaking at the AGM.



Dr Bob Hecker AM chats with Hindmarsh Chair Mike Ragless, probably about what he will do in his retirement after 22 years Board service as well as volunteering at Mitcham Branch.



Vice Presidents Margaret McKenzie and Glenn Mattingly receiving congratulations on the announcement of their re-election.

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## Comment from the CEO...

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

Season's Greetings to all *NewsFeed* readers! For many of us, December is 'one last dash to the finish line' as we attempt to complete last minute jobs and prepare for the festive season.

Our volunteers are usually flat out making sure that frozen meals are ordered and delivered to those who will need them, hampers full of goodies are prepared and distributed, and a special Christmas meal is served with a little extra love. There are Branch festivities and client Christmas parties to plan and enjoy too, let alone arrangements with one's own family! Though most of our hospital-based branches continue deliveries on each working day over the holidays, by Boxing Day the rest of us are looking forward to putting our feet up and having a well deserved break, if only for a few days.

Given the chance to pause we may reflect with satisfaction on the achievements of the closing year and perhaps wistfully regret some of the things we would have liked to have got around to – fodder for New Year's resolutions?

Meals on Wheels SA is made up of 90 branches, staffed by some 9000 volunteers who, with the support of a small group of

dedicated staff, ensure that every week more than 5000 people receive tasty, hot delivered meals, friendly conversation and a watchful eye on their well being. This adds up to well over 1 million meals each year.

We are keen that our community service continues to meet the needs and expectations of the people whom we are here to support. Our market research has reinforced the growing expectations of clients and their families for choice in the services they receive. In 2012, we introduced the ability for clients to choose between two main course options from a menu provided in advance. There were four branches that designed and pioneered this initiative, with three more joining soon thereafter. The pilot project was such a resounding success that the Board has endorsed the gradual expansion of meal choices to all Meals on Wheels SA kitchens over the next two years.

We also introduced gluten-free meals to our range this year. This initiative provides a hot, delivered meal option for people affected by coeliac disease and there is a terrific story in this edition highlighting the difference it has made in the life of one of our clients.

None of these improvements would be possible without the support and commitment of our volunteers. We have enhanced our promotion, recruitment and induction processes this year to make sure that the Meals on Wheels volunteering experience is second to none.

Thank you all for your support of and interest in Meals on Wheels. May you all have a joyous and peaceful Christmas and only the best of all things in 2013.

**Sharyn Broer**  
CEO Meals on Wheels, SA

## WHS Update for Branches re use of Hi Vis Vests

Everyone has a right to be safe at work, including volunteers. Volunteers play a vital role in communities across South Australia and make significant contributions every day, especially with Meals on Wheels.

Many volunteers may have read that the model Work Health and Safety Bill was passed by the Upper House of the South Australian Parliament recently. Clearing a major hurdle toward implementing nationally harmonised work health safety laws, and bringing South Australia into line with the majority of the other States. The Act is intended to commence on 1 January 2013. It also means that

both MoWSA and volunteers have added responsibilities.

So what does that mean for a MoWSA volunteer undertaking deliveries?

Simply, MoWSA has in place a number of policies, recommendations and initiatives designed to help protect the health and safety of our volunteers when they are engaged on Meals on Wheels activity. One of these is the supply of Hi Vis Vests for deliverers.

We have supplied a stock for each branch to use and made provisions for volunteers to purchase their own should they so desire.

This was done to provide a practical solution to enhance the safety of volunteers, when out on the road.

We encourage even more of our volunteers, to join those who have already taken advantage of this safety initiative, to help MoWSA exercise its duty to ensure your safety.

To summarise:

- We want to do what we can to enhance the safety of our volunteers when they are doing the wonderful work they do for MoW across the state.
- You as a volunteer need to play your part too!

# Round up from the Meals on Wheels Branches...



*The room looked a treat with a happy band of volunteers and the Police Band too!*

## Annual Awardee Afternoon Another Success!

Allan Scott Park Morphettville Function Centre buzzed with excitement in November when over 360 volunteers gathered to celebrate our annual awardee afternoon.

This annual event is held to honour volunteers who, each year, have reached life membership, and for those volunteers who are extended life members.

His Excellency the Governor and President Leon Holmes, presented awards to 22 volunteers who reached 40 years of service. While each award was being received, CEO Sharyn Broer provided some background on each recipient's time with Meals on Wheels.

Volunteers and their guests enjoyed a delicious lunch while listening to the wonderful music provided by the South Australian Police Dixieland Band.



*L-R Mrs Liz Scarce, His Excellency, the Awardees and President Leon Holmes.*

## Royal Show

We hope you had a chance to come and see our stand in the Jubilee Pavilion at the Adelaide Royal Show. This year we were stationed near the food sampling area... how appropriate!

The stand was manned by willing, enthusiastic volunteers, who were busy giving out delicious samples of fruit cake, talking to potential volunteers and sharing their experiences.

The fruit cake samples were a great hit, and we received lots of positive feedback, in person, via email and Facebook.

The Royal Show is a chance to promote the great work of Meals on Wheels in the community, and we'd like to thank all the volunteers who helped this year.



*Our colourful stand ready for action*



*Prospect volunteers, John & Elizabeth Pohl, giving cake to show-goers*

## It could happen to you!

Sometimes, despite our best care, caution and efforts, accidents can happen on the road. One of the important things we need to do, when delivering for Meals on Wheels, is to ensure our motor vehicles are always registered and insured. One volunteer was issued a \$7,000 bill from the insurer of the other car involved in a collision! If you are unsure of your responsibility as a Meals on Wheels driver, please refer to the Volunteer Handbook, or the Policies and Procedures Manual.



## Visitors from Adelaide's sister city Himeji

A delegation of 30 people from Himeji Japan, recently visited Adelaide to celebrate the 30th anniversary of the sister-city partnership between our two cities.

Members of the Delegation were split into 3 groups: the Mayoral Delegation, the Environmental Study and the Volunteering Study.

Meals on Wheels were delighted to host members of the Volunteering Study for an afternoon.

Volunteer Manager, Pina Noack presented the group with an overview

of the important role volunteer's play in Australia's culture, especially at many not-for-profit organisations.

The group were delighted to taste their first scones and view the beautiful Japanese wedding kimono on display at our Central Office, a gift presented to us in 2001 by a visiting delegation from Meals on Wheels Japan.



*Volunteer Manager, Pina Noack with some of the Volunteering Study Delegates.*

## 1.6 Million Meals from Mitcham

The Mitcham branch of Meals on Wheels delivered its 1.6 millionth meal in October.

The recipients of the meal were Lorna and Tom Blight of Daw Park. Lorna was actually a volunteer at the Mitcham branch for an amazing 42 years, before she became a recipient.

Mitcham Mayor, Michael Picton, along with the Secretary and Supervisor of the Mitcham branch were on hand to deliver the special meal.



*Secretary Kerrilee Lock, Mayor Michael Picton, Supervisor Judy Stone, and recipients Lorna and Tom Blight.*



## Welcome Back to the Board

We would like to congratulate Terry Bester who was voted in as an elected member of the Board at the 2012 Meals on Wheels AGM. If you would like further details on Terry or any of the other Board members, simply visit the Meals on Wheels website, and download the 2011/2012 Annual Report.

## Corporate Volunteering Feedback

Employees of Westpac and Bank SA recently participated in a Meals on Wheels corporate volunteering placement. Here is some of the wonderful feedback we received:

*"I really enjoyed volunteering with Meals on Wheels. They run a tight, well oiled machine and are very efficient. The volunteers are wonderful people who clearly enjoy giving back to others, with no personal gain. I would highly recommend anyone to volunteer for this fantastic organisation"*

*"My experience at Meals on Wheels was an eye opener, to see what this organisation actually does for their community. It was great working beside people who put in their time to assist those in need – I would definitely do it again"*

*"The experience was definitely an enjoyable one to remember. The team was lovely to work with, everyone was so friendly which added to the experience"*

For more information or to organise a corporate placement, contact our Corporate Coordinator, Vicki Moll at [Vicki@mealsonwheelssa.org.au](mailto:Vicki@mealsonwheelssa.org.au) or direct line 8273 1323

## Meals on Wheels can sometimes really make a difference!



A new client of ours, Denise Morris, is one of the increasing numbers of people in our community who need to balance a whole lot of issues in their daily lives.

Amongst the number of things she has to do each day, Denise is also a carer for a grandson who has a disability and requires vitamised meals.

Denise is also among the 1 in 100 Australians who has coeliac disease, either diagnosed or symptom related. To control coeliac disease, it is important that she follows a gluten free diet for the rest of her life. Once gluten has been removed from the diet the often chronic symptoms that a person experiences will start disappearing within days.

Denise has been hard pressed to keep up the work in the preparation of custom meals for her grandson, and then under strict gluten free conditions in her kitchen also prepare another special meal for herself.

Whilst she has coped, it's been hard work. But that all changed recently!

While sitting in the waiting room at her doctor's surgery, Denise spotted a flyer from Meals on Wheels, which mentioned our gluten free meals. Denise took the flyer into her doctor's office, and on their recommendation, gave Meals on Wheels a call.

A Meals on Wheels Client Service Officer visited Denise, and within days she was receiving frozen gluten free meals, that she can heat and enjoy at her own convenience. (The meals are frozen and sealed to avoid cross contamination.)

Denise now has more time to focus on her grandson, and the other important parts of her life. Denise will always have to control her diet; however she says that thanks to Meals on Wheels, her diet no longer controls her!

Meals on Wheels understand that preparation of gluten free meals can be really tedious, even for people who are able to stick to strict routines. We offer a break from routine, and the convenience of a meal that's all ready to heat and eat.

In association with professionals in the area of diet and nutrition for people with coeliac disease, Meals on Wheels has developed special facilities to ensure that the effects of airborne particles are not introduced into the production of gluten free meals.

In our range of gluten free meals we have retained all the nutrition and goodness without the gluten. In this way people with coeliac disease can enjoy delicious pre prepared meals, safe in the knowledge that they are gluten free.

For interest, gluten is a protein that is found in many grains such as wheat, rye, barley and oats, as well as the foods that are made from these grains.

Some foods to be avoided are obvious – such as breads, cereals, cakes, pasta, and biscuits. However, many foods are a hidden source of gluten as they use additives containing gluten, such as thickeners and stabilisers. Even small amounts of gluten are enough to cause damage for someone who has coeliac disease.

To enquire about our gluten free meals give our Client Services team a freecall on 1800 854 453

### Season of Extremes.

Summer is a season of extremes and these days the weather does not seem to know if it's "Arthur or Martha"! Long hot spells, fierce storms and "flooding rains", all seem to be a part of our summers now.

That's why we all should follow the scout motto and; "Be Prepared". If you, or someone you know, is unable to leave the house with ease for some reason, then may we suggest you consider some of the friendly advice that is available through a number of agencies to help you through extreme weather?

For example:

The **Red Cross** in conjunction with the South Australian government, has developed the TeleCross REDi service to support any vulnerable members of the community during a heatwave or other extreme weather event This free service provides clients with support phone calls up to three times a day during extreme weather. If a call is unanswered or if the person is showing signs of distress, an emergency response will be activated. TeleCross REDi registrations can be made by phone, by yourself, a carer, doctor, family member or friend. To contact TeleCross REDi call 1800 188 071 (free call) between 10 am - 5pm weekdays.

People living in **fire danger areas** are also encouraged to be aware of their surroundings and have a plan. For more details call the CFS or go to [www.cfs.sa.gov.au](http://www.cfs.sa.gov.au) or CFS Fire Ban Information Hotline 1300 362 361

It is important to ensure you have **supplies on hand** at all times for the other meals of the day. If you have trouble shopping for essentials and indeed cooking for yourself, then perhaps you could consider contacting Meals on Wheels on 1800 854 453? Particularly at times of emergencies like bushfire, flood and extreme weather conditions. Having some non-perishables on hand is a great idea e.g. tinned food. It's a great idea to have a few MoW frozen meals on hand. They can come in handy!

And please keep hydrated!  
Drink more water.

## Compliments of the season!

To all associated with Meals on Wheels, we hope that you have a great, safe and relaxing Christmas with whatever plans you have in place and we look forward to your support again in 2013.

### Christmas Closure Reminder for our Clients.

Make sure that you have made yourself aware of your local branch's plans for when they will be closed over Christmas.

This will allow you to pre order frozen meals. For example most metropolitan and some country branches may be closed after 21 December 2012, will not be delivering on the 24th and will be resuming deliveries on the 2 January 2013.

A quick check with the branch will be important so that you don't miss out!



## Milestone Birthdays...

Congratulations to the following branches who celebrated a recent milestone birthday:

- Mt Gambier celebrated their 50th birthday on Friday 12 October at St Paul's Church Hall.
- Barossa Valley celebrated their 40th birthday on Tuesday 23 October at the Vine Inn.
- Woodville celebrated their 55th birthday on Friday 28 October at the West Torrens Football Club.
- Burnside celebrated their 50th birthday on Friday 9 November at the Feathers Hotel.
- Cowell celebrated their 30th birthday on Wednesday 14 November at the Commercial Hotel.

### Other Events...

- National Meals on Wheels Day – 29 August
- Daws Road Farewell & Awards – 19 September

## 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](http://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 \_\_\_\_\_

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.

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](mailto: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.