

Meals on Wheels NSW

Annual Report 2018-19



More
than just
a meal



Meals on Wheels
New South Wales

nswmealsonwheels.org.au



Meals on Wheels NSW.

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Les MacDonald

Chief Executive Officer

Gail Carroll

General Manager, Network Strategy and Services

Puvana Thillai Nadesan

General Manager, Corporate Services

Claudia Odello

Acting General Manager, Marketing and Fundraising

Network Support Team

Tim McGovern

Northern Sydney, Hunter, Central Coast,
Inner Western Sydney, South Eastern Sydney,
St George and Sutherland Regions

Susan Terry

Western Sydney, Macarthur/Wingecarribee,
Central West & Orana Far Western Regions

Susie Dunn

Northern Rivers, Mid North Coast
& New England Regions

Pam Mulholland

Riverina Murray Region

Fiona Scott

Illawarra & Southern Highlands Regions

Corporate Services Team

Liza Torres

Corporate Services Officer

Rezwan Sarker

Administration Officer

Board Members

Chris Watt (President), Sheryl Garner (Vice President), Roger Morris (Secretary) Carolyn McColl (Treasurer), Graeme Berwick, Peter Scorgie, Therese Ravell, Ditte Kozak, Colleen Fuller, Julie Logan, Clayton Sippel and Sharon Lawrence.

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a meal

Contents



<u>President and CEO Report</u>	4
<u>2018-19 Year in Review</u>	6
<u>2018 Annual General Meeting Minutes</u>	19
<u>2018 Food Services Innovation Award Winners</u>	22
<u>Treasurer's Report</u>	24
<u>Financial Statements</u>	26

NSW Meals on Wheels is jointly funded by





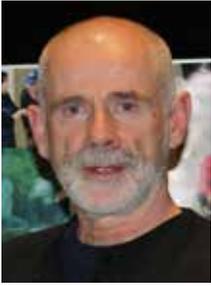
Chris Watt

President and

As we review the year just past we can see some order starting to emerge from the previous chaos generated by a desire by government to be seen as doing something in the area of home care and gradually struggling from a rather half formed initial idea about what that might be, towards some kind of coherence in implementation. There are many who would say that such is business as usual. Over the course of that year it had become pretty obvious to Meals on Wheels nationally that there was, in an uncertain and ephemeral government policy environment, a desperate need for us to be better and more consistently represented in Canberra where the vital funding and regulatory decisions being made about home care are increasingly being made. NSW was the primary driver of the need to recruit a high level Executive Director to our national body (AMOWA) and we also provided the largest share of the funds necessary to achieve the filling of that role. The Executive Director recruited is Kate Thiele, who many of you will have had the chance to hear at the Regional Conference that rolled out in 2018/19. Kate has hit the ground running and has achieved a considerable lift in our profile with the Minister and the bureaucrats involved in advising the government on home and community care matters. She has also managed to get close to the Opposition spokesperson on home and community care, as well as key members of the cross-bench.

Many of you will also be aware that the decision was made, in consultation with the national body, to cancel future State conferences and to focus on the bi-yearly National Conference and a newly created set of Regional Conferences to be held in the year that the National Conference does not occur. The reasoning behind that was due to falling attendances at both the National and State conferences, as well as a growing recognition that we needed, at both levels, to focus more on developing agendas that provided more direct assistance to local services to deal with the manifold issues that the uncertain governmental policy environment was creating. We think that the idea to change from State conferences to Regional ones has proven to be very successful if the response to those from the participants is anything to go by. They have proven to be more convenient and far less expensive for the participants, far less time required to attend them and far more relevant in the subject matters covered. It is our intention now to continue these and further improve them in 2021.

In the marketing area we saw the departure of Kathryn Dowling, our General Manager of Marketing and Fundraising, due to marriage and moving to the Southern Highlands. Due to the substantial, but not complete, takeover by the national body of the broader brand management,



Les MacDonald

CEO Message

we have been able to re-jig the marketing effort to continue to raise the profile of Meals on Wheels around the State, but moving forward the Association will focus more on direct assistance to members in their own marketing and promotional activities. Tools have been developed and assistance rolled out during the regional conferences that are being extremely well received by the membership. This new direction will be expanded on as both financial and human resources become available.

The board has also been busy in ensuring our longer term survival by careful management of the financial resources that we have continued to generate over the last year and a new investment has been made in both our location and in our ability to earn investment returns that will enable us to continue to provide the depth and range of services to the membership that has seen us become the most successful peak body in the CHSP space in NSW. In addition our insurance subsidiary, Community Underwriting has experienced another highly successful year in both building its portfolio of not for profit clients, increasing substantially its premium base and providing innovation grants to clients that take out their insurance with us. It is a key underwriter of our success and a funder of a large proportion of the services that we are able to provide to members.

We would like to acknowledge the great contribution of the board and staff as without their commitment, drive and innovation we would not have been able to achieve what we have. Although the year has been a difficult one, it has been very successful and we have gone from strength to strength in our ability to support our membership. We look forward to an even better year to come.”

Chris Watt
President

Les MacDonald
CEO

Year in review

2018 - 2019



Gail Carroll

Network Support

Another year, so many interesting changes and significant events, it is hard to reflect on a year in this short report. Of course, the most significant is the extension of the CHSP funding till 2022. We were certain it would happen but a pleasant surprise to have it announced earlier rather than later. This is our opportunity to promote our Wellness and Reablement initiatives and the services we provide.

This year we were successful in gaining funding from the Department of Justice to produce 'A Collaborative Toolkit for Emergency Services and Home Support Providers' (ACT). This toolkit was designed to help build capacity and preparedness of clients in the case of an emergency. This innovative toolkit will be positioned as a resource that all CHSP and service providers will have access too.

The regional conferences were rolled out across NSW, with a strong focus on partnerships. A cultural shift is needed, we must begin to see that working together, getting some consistency across our network makes us easier to work with and therefore seen as a meal provider of choice. Wellness and reablement, another key focus high on the agenda. It is important that we recognise and market the positive work that we do.

Meals on Wheels is a key enabler to enhance and support wellness and therefore increase the ability to participate in reablement activities, if needed. Talk to your local Network Support Consultants (NSC) on exploring wellness and reablement activities and information.

My NSC team have been working extensively to ensure the policy and procedures align with the new aged care standards. Numerous training sessions have been held, however if you haven't attended or you need more information, please feel free to contact your NSC for more information.

This year I completed the online Understanding Dementia and Preventing Dementia courses put out by the Wicking Centre at the University Tasmania. These courses gave a great insight into people living with dementia and their carers, a course well worth doing and it is free.

I also travelled to Spain, Portugal and Morocco this year, amazing places, such great architecture however it emphasized our wonderful lifestyle and how well we look after our vulnerable. We need to make it our priority to ensure we keep it that way.

I would like to thank the The Department of Health, our funding body, The Board for their continued direction, Les MacDonald, our CEO for his support, the Administration and Marketing teams. Corinne Cox, our dietitian, for her wealth of knowledge and ensuring most of our meals align with the National Meal Guidelines.

Lastly, my team, they are the salt of the earth. I am always amazed at their wealth of knowledge, their ability to produce quality work immediately and their consideration for services and what they need to deal with. Well done to Susan Terry, Susie Dunn, Tim McGovern, Pam Mullholland and Fiona Scott, excellent job.

Gail Carroll,
GM Network Strategy and Services





Illawarra and Southern Highlands

Fiona Scott

My year as a Network Support Consultant was clearly divided by the announcement that CHSP funding was extended until 2022. From that announcement it became clear that services had been despairing about their future and their continued ability to support their communities. Once some certainty had been established for a few more years everyone was off and running and ready to get some understanding of the new Aged Care Quality Standards, embedding Wellness into service delivery and thinking strategically about the short-term future.

This has kept me busy working with services to deliver training in the new Standards and hold information sessions for volunteers to enable them to understand the change in focus from the organisation to the client experience. I have worked with several services to adapt their Policies to reflect the new Standards. This has been made much easier thanks to the excellent work of Susie Dunn in developing, and continually updating, the Policy Manual available on our website.

There was a flurry of Quality Reviews in this region towards the end of the financial year. This was a challenge for the services involved because most of them were required to be assessed against the Home Care Standards while preparing their organisations for the adoption of the new Standards. I was able to assist most of these services with their preparations for the review. Reviews are often an anxious time for services, but in my experience most of our providers are meeting most of the standards – gathering the proof is often the issue. Most of the gaps that are identified are manageable and can be improved.

The Regional Conference in Kiama held on the 10th and 11th of April was judged to be a successful format by those that attended. The feedback received was favourable and those that attended were pleased that, due to the reasonable cost, they were able to bring several committee members and volunteers to receive the information as well. I would like to thank Les Macdonald, Carolyn McColl and Damien Isaacs for presenting at this conference. One of the outcomes of the Kiama Conference was a willingness of the Illawarra and Shoalhaven services to consider some form of alliance to strengthen the future of meals on Wheels in the region. Work on this initiative is

ongoing. Unfortunately, the conference planned for Queanbeyan had to be cancelled due to lack of numbers, but I will review this in the new year.

There have been two projects in which I have particularly enjoyed being involved. The A Collaborative Toolkit (ACT) project headed by Louise Sutcliffe has been an interesting experience and productive. The toolkit that has been developed will be easy to use and will have great benefits to our clients and the communities in which they live. I have been involved in emergency management as a volunteer with the Australian Red Cross for 10 years, and have had my own emergency in August 2018, so I can really see the value in this work. It has been fascinating to work with the other combat agencies and gain an understanding of their operations. I know from network meetings that many CHSP services are keen to use this toolkit when the pilot is completed.

The other project has involved developing some tools and processes for implementing Wellness and Reablement. “Wellness and Reablement the Illawarra Way” was a lead by Illawarra Health, one of the Illawarra RAS and ACAT contract holders, and involved almost all of the CHSP providers in the region. The project was facilitated by Glen Sorenson, who has a long association with community care. The tools and resources from this process are available for all providers to share and use.

I could not provide the range of support and resources to the region I work in without the knowledge, experience and expertise of my fellow Network Support Team members. After three years in this role I am always heartened by the collaborative way our team works. Our work may sometimes be routine but there is always plenty of variety and new projects to keep us moving forward. I am looking forward to working with our team over the 2020-2022 period to meet the challenges this period will throw up for Meals on Wheels.

And lastly, my thanks to Gail Carroll, our team leader. Gail’s leadership and strategic direction encourages the team to take on all the challenges that come our way. I am always grateful for her belief in our team’s ability to meet those challenges and produce great results for the service system.



Northern Sydney, Hunter, Central Coast, Western Sydney, Inner Western Sydney, Eastern Sydney, St George and Sutherland Regions

Tim McGovern

The increasing complexity of providing service in the community reflects the ongoing reform of the Commonwealth Home Support Programme by the Commonwealth Departments of Health and Social Services.

MyAgedCare and Regional Assessment Services are still in need of greater understanding of the vital role that Meals on Wheels provides through age appropriate nutrition in the fundamental wellbeing of older Australians. The National Meal Guidelines are gradually being taken up by meal suppliers as well as Meals on Wheels kitchens. The National Meal Guidelines provide a sound framework that underpins the Person-Centred approach to Wellness. Reablement can also be addressed through the alleviation of under or malnourishment.

Funding contracts continue to be output based whereas Wellness and Reablement is taking us into an outcome-based approach which has a much higher unit cost attached to it. Many services have capacity that could be utilised through a more approachable consumer referral pathway that has greater understanding of the importance of age appropriate nutrition.

The interface with Home Care Package providers is gradually becoming more equitable with services gradually improving their capacity to receive full cost recovery from Home Care Package providers.

With the inauguration of the NDIS Quality and Safeguard Commission this year compliance has increased and subsequently registration cost. Further lobbying by Meals on Wheels NSW and Australian Meals on Wheels has reduced this cost and the level of registration required by Meals on Wheels services.

Despite the increased competition in service choice, the human contact and high nutritional value ensures that the Meals on Wheels model of service delivery is still a better product and service than any other current alternative.

Programme Funding has been extended to 2022 relieving some of the pressure and allowing much needed continuity in staff confidence and retainment. The commitment and innovative work of our member services continues to keep them in touch with the needs of their local community.

This year Gail Carroll (GM) and I were successful in tendering for a grant from the Office of Emergency Management. This project, A Collaborative Toolkit for Emergency Services and Home Support Providers will improve the all hazard emergency preparedness of high-risk CHSP clients who live at home. It will increase the capacity of MOW staff and volunteers to support CHSP clients and achieve enhanced preparedness to all hazard emergencies. It will also build effective collaborations between partners at the State and local level to maintain the delivery of this program post pilot.

Thank you to Les MacDonald (CEO) Puvana Nadesan (Finance) and our Board for their direction and support; Kathryn Dowling and Claudia Odello for Marketing and to our office administration team for their great support. I would especially like to thank Gail Carroll (GM) and the Network Support team for our close working supportive and productive teamwork.



Western Sydney, MacArthur/Wingecarribee and Far Western Region

Susan Terry

As always issues and challenges have been faced by our services head on with a determination that inspires, however on occasion these issues and challenges do become too much for some and that is where we excel, that is where we come in and quietly, without fuss or drama, step in and assist services while they find themselves again and are back on track.

Issues and projects that have arisen over the past twelve months:

Maintaining personal knowledge of external compliance requirements

- Strategic Planning Days - Services
- ACT Pilot Programme
- Interview Panels
- Grant Applications
- Registration/Audit preparation (NDIS)
- Service Package Provider applications
- Discussions with and presentations to Package Providers
- My Aged Care issues
- Preparation and facilitation of training sessions
- Wintalyka articles
- Wintalyka magazine preparation & production
- Policy and Procedure updates (at Services)
- New Aged Care Standards preparation
- Quality Review preparation
- Confidential issues at individual services
- Community Service Expo's
- Service Restructure and relocation
- Update Volunteer Manual & Client Manual
- Training Booklets for MOW Volunteers and Staff

- Network Support Team collaboration on Discussion Papers
- Polixen assistance at services
- Board/Committee support and training
- Personal education: organisations and management, business law, accounting systems, professional practice in accounting
- Combined Food Forum -planning and regional conference organisation
- Assisted services in using new technologies for example Zoom
- Taken on Board positions (temporarily) to assist services

I feel very privileged to not only work with such wonderful people out in the services but also at Meals on Wheels NSW LTD and specifically the Network Support Team.

Our backup and support from the staff in the office is without fail 100% and professionally carried out, without them we could not run as smoothly as we do, thank you.

The people that make up the Network Support Team are an inspiration, in many ways, their passion, creativity and caring hearts allow us to be more than we ever could be individually.

Very much looking forward to the coming year where services are feeling a little more secure given our funding extension to 2022 and the excitement around what we can achieve next.



Riverina Murray Region

Pam Mulholland

Another busy and exciting year for the Riverina Murray region, with the opportunity for Meals on Wheels providers to 'catch their breath' as the pace of aged care reforms slowed ever so slightly, with the guarantee of continued block funding until June 2022 and the commencement of the Royal Commission into Aged Care. (Remember that breath, back in November I think it was?)

Full steam ahead now though, with the formation of the new Aged Care Quality and Safety Commission and Aged Care Quality Standards in full swing, collection of Grandfathered client data, implementation of the new single Charter of Consumer Rights and the Open Disclosure Framework.

Future reforms include a new National Assessment Workforce by 2020, which some may recall the Riverina Murray Food Forum submitted a response to the discussion paper, 'Streamlined Consumer Assessment for Aged Care' in February this year. A revised assessment model will be trialled for older Australians wanting to access entry-level aged care services in four RAS sites. We will also see trials in 'System Navigators' and 'Reablement Approaches'. All of this, along with the surprise funding announced in the 2018-19 budget, portend a bright future for Meals on Wheels, and older Australians wanting to maintain their independence and autonomy.

A big 'Thank You' to all the fabulous Meals on Wheels managers and coordinators for the input, evidence, resources and information you provide me with, whenever I ask. The energy and commitment you provide to your organisation and community is second to none and inspires me to do better every day. This past year I have witnessed a number of victories from small stand-alone CHSP providers in this region, all very well deserved. Well done!

As well as the usual assistance, supports and training provided to members this last year, I also organised my very first regional conference! Very time consuming but also very fulfilling. Thank you to everyone who attended, especially those who agreed to do a presentation. A huge 'Thank You' to our Sector Support Development Officer, Andrea Kurta, for securing CHSP funding for the regional conference, ensuring its success. I was extremely grateful and humbled by the willing helpers at Griffith Meals on Wheels and Aged Support Services. They made my job easy, and certainly provided the delegates with lots of Griffith generosity. This dynamic service was also successful in winning a 'Food Donation Education Grant', enabling them to ensure greater food security and less food waste for their community.

It has been great to witness the growing trust and collaboration between services. The spirit of helping and sharing with one another is a testament to the caring heart of Meals on Wheels.

On a more personal note, this last year, whilst bringing much joy and happiness, also bought some periods of great sadness for myself and my family. The kindness and understanding from everyone at Meals on Wheels has been just incredible, particularly from my manager Gail Carroll, whose unwavering support and wise advice is very much appreciated. Thank you one and all, and I look forward to another successful and exciting year ahead.



New England Region

Susie Dunn

2019 has been a fairly productive year in the network team. My work has included a lot of training this year for management committees, volunteers and staff, primarily on the new Aged Care Quality Standards. I have also provided training to Management committees on governance and regulatory requirements, and a Wellness Approach.

The new Aged Care Quality Standards has meant reviewing the Policy Manual, Orientation packs and other documentation and ensuring that we are up to speed on the new standards, as well as service providers across the region. I have worked with quite a few services, getting them ready for Quality Reviews. We developed a template for the Quality Review Self-Assessment tool and have helped providers understand the differences between the 'old' and 'new' standard requirements.

The ongoing focus on a wellness approach has involved a fair bit of training, research and reading. Interestingly, I believe 'wellness' is something which Meals on Wheels services have always done well, but often they don't realise this! A wellness approach is becoming more and more important and ensures that everyone focuses on consumer independence and choice and can only be a good thing.

The Regional Forum was held this year in Coffs Harbour. We have had a combined forum for the past two years in the regions I cover, so this year's forum was just a little bigger. It was wonderful to

have some great presentations from Di Creighton who spoke about the Wollum project and Glen Sorenson talking us through a Wellness Approach. Other presentations were well received and hopefully provided some motivation or inspiration (& not too much more work!). Our Food Forums have been well received across the regions and staff mention often that one of the best things about our forums is the chance for staff to get together and just chat or debrief.

A large part of my job is spent listening to staff or management committee volunteers, letting them chat, laugh, cry and simply debrief. There are a lot of people working in isolation out there and it is important to have someone to talk things through with, usually people have the answers to their own questions, they just need to talk it through! It has become more evident to me that staff and volunteers need an outlet, someone to talk to about their concerns, issues, grief or loss. CRANA Bush Support provide a wonderful service to staff and volunteers of Meals on Wheels services and I can't speak highly enough of them. They provide free counselling with a psychologist, 24 hours per day, 7 days per week and I think this is a really good service to promote to staff and volunteers – it provides another outlet for those working alone. <https://crana.org.au/workforce-support/bush-support-services>

It has been a great year, working again with some pretty awesome people out there who continue striving to provide the best service possible to those who need it most. Huge thanks must go to my colleagues in NSW Meals on Wheels who are always there for advice, information or assistance.



Dietitian

Corinne Cox

My work with MoW NSW has continued to be both eventful and rewarding. I continue to meet amazing, dedicated and passionate staff and volunteers who all believe (with very good reason!) in the important role that MoW plays in the lives of our customers. From the MOW Services around NSW the meals delivered and the social contact that the services provides contribute to the nutritional and emotional well-being of those whose who depend on us.

The AMOWA National Meal Guidelines continue to provide the direction and impetus for change for Services across NSW. Around the state MoW Services are considering their meals in terms of both nutritional composition and menu variety. I had the absolute pleasure of attending community lunches in the Blue Mountains earlier in the year and discussing nutrition with the groups. Speaking with the clients I got a real sense of how important those social occasions are for them, which is no doubt the same for all services that arrange social outings and lunches around the state.

Some of the things I have been involved in this year include:

- A visit to 2CH radio station to record a few short interviews with Indira Naidoo and Trevor Sinclair which was very exciting (and a little intimidating!)
- Nutrition presentations to clients across the Blue Mountains at various locations, thank you to Blue Mountains Food Services.
- Presentations to Vietnamese and Chinese community groups in Sydney talking about eating well when you live alone, while considering cultural cuisine differences. So often advice is given from the perspective of a

‘Western’ style of eating and it’s so important to support all of our aging clients from all cultures to eat well for their health.

- Attending and presenting at the MoW State Conference in October 2018 was a highlight for me. There were some amazing and inspiring speakers there who provided great insights into issues that clients face and considerations for service delivery as well.
- Liaising with NSW Health to determine how the introduction of the International Dysphagia Diet Standardisation Initiative (IDDSI) in Australia (specifically in NSW) will affect our services.
- Providing advice and feedback towards the development of the National Allergy Strategy which is something that we will be hearing more about in the coming year – watch this space!

And the list of interesting and important initiatives happening within, and relevant to MOW Services around NSW goes on... the Aged Care Quality Standards launched on 1 July 2019 and the Aged Care Royal Commission Interim Report is due out on 31 October 2019, so keep your eyes out for more information on all of this and more!

Marketing and Fundraising

Kathryn Dowling



Our main strategic focus areas have been raising the profile of Meals on Wheels and secondly supporting the Meals on Wheels services across the State of NSW.

We continue to build a communications strategy to combat competitor influences in the marketplace through the creation and development of integrated campaigns both above and below the line.

The main key successes of 2018-2019 are highlighted below:

Campaigns and projects

- **Marketing Tool Kit extension**

- Marketing material was added to the existing marketing toolkit for Services. This included Certificate of Appreciation templates, a Newsletter template, Facebook Timeline Image as well as a Free Meal Trial promotional flyer.

- **Website Homepage and Donate page mobilisation**

- We rebuilt our website Homepage and Donate page to be mobilised, which will assist us in the future with Google rankings.
- We continue to utilise Google Grants to support our marketing efforts.

- **Friends of MOW**

- Many initiatives were rolled out to increase engagement and our database. These included the following:
 - 12 Days of Xmas Campaign - competition driven on social media to attract more Friends of Meals on Wheels and raise the profile of our brand
 - Mother's Day Campaign - competition driven on social media to attract more Friends of Meals on Wheels and raise the profile of our brand

- **Engagement of Membership and Volunteers**

- Many initiatives were rolled out to increase engagement with the Membership and our Volunteers.
 - Member Competition to win a \$1000 Flight Centre Gift Card - competition communicated via email newsletter to membership. Congratulations to Tracey Reid from Camden Meals on Wheels.
 - Volunteer Competition to win a \$1000 Flight Centre Gift Card - competition was communicated via email newsletter. Congratulations to Leslee Brown, volunteer at Swansea Meals on Wheels.



Claudia Odello



Tracey Reed - Camden Meals on Wheels
Winner of the Flight Centre Giveaway

by Leslee Brown
Swansea Meals on Wheels Volunteer
Volunteer Competition Winner!

M-eeting lots of new and lovely people
E-mpathy
A-ltruism
L-ove
S-upporting those in need
O-ppportunity to contribute
N-ot complicated
W-orks well with my hectic life
H-appiness
E-xample to my kids
E-veryone is lovely
L-ots of laughter
S-atisfying
N-urturing
S-upporting my community
W-elcoming



- **TV Exposure**

- Each campaign secured over 70% nett reach of NSW
- 65-75% of NSW people 40+
- 45-50% of TV Viewers say the ad at least 4-6 times
- Over \$500k of TV exposure – represents 700% above budget

- **Partnerships and Corporate Support**

- Pauls continues to sponsor the Friends of Meals on Wheels program.
- Beyond Bank agreed to sponsor the 2018 Cuppa for a Cause event, and provide additional support for the Meals on Wheels Services in close proximity to their local branches.
- Oakvale wines continue to support Meals on Wheels Services in the Hunter / Central Coast / Newcastle regions of Sydney by supplying 60,000 bottles of piccolo wine this year.
- Casella wine continue to support Meals on Wheels Services in the Riverina by supplying piccolo bottles of wine.
- Over \$1.2 million dollars' worth of pro bono was negotiated.

- **National Meal Guidelines development of tools and resources for Services**

- Working alongside Gail and Corrine we developed a series of brochures and videos for internal and external marketing/training purposes.

- **APP to measure social outcomes, CareApp**

- CareApp pilot continues to run, with

an expanded group of Meals on Wheels Services participating in the pilot in different capacities.

- **Social Media**

- Continued in house content creation and photography
- Social media webinars and training and food forums at a number of regions

Thanks to Les for his leadership and support and the teams of Network Support and Corporate Services.

The success of campaigns would not be possible without the support of the membership and the Board and we are thankful.

We saw the departure of Kathryn Dowling, General Manager of Marketing and Finance in May 2019, due to her relocation to the Southern Highlands. and marriage Thank you to Kathryn for her support and leadership over the last 9 and a half years.



Corporate Services



Puvana Thillai Nadesan

Our staff as always provided ongoing professional customer service to members, customers, volunteers, board, and staff by providing information, advice and support in response to enquiries. We have also contributed to the ongoing development of relationships with services and through communication and sharing of knowledge and information.

This has been a great year for the organisation as it saw the increased volume of National Police Check Submissions by each of the member services. Being a part of Corporate Services Administration, we liaise with Australian Criminal Intelligence Commission for the National Police Checks. We also oversee our website contents such as updates on public pages, member pages and relevant databases. We also liaise with our outsourced IT provider for any IT related matters. We assist potential volunteers with their enquiries, provides technical support to members accessing the member section, resetting application status and passwords, registration of new members etc.

With the growth in Social Media campaigns, Corporate Services has proudly supported Marketing with promoting and tracking various social media platforms throughout the year. Also, Marketing and Corporate Services have worked collaboratively by reviewing merchandise for services and our online shop to provide customers with quality, exclusive and practical products. The positive feedback from services saw the continuation of supply of pocket diaries for 2020. During the year, Network Support has provided ongoing support and training to services and we are proud to be a part of supporting the Network.

We continued to assist financially disadvantaged clients through over 40 services, in order to assist with supplying meals to over 100 clients. If you have a deserving client who is in financial difficulties in paying for

meals, please refer them to us. We can support them for a short period of time until they sort out their financial difficulties.

Corporate Services assists the Board in ensuring the financial accountability of the organisation and reporting to various government entities such as Fund Raising Authorities, ACNC/ATO, ASIC, DSS. We assist the updating of policy manuals. The past two years have been busy with transferring the Association to a public limited liability company and sorting out the sale of property.

Iwould like to thank my team, the Board, CEO, staff and members of the organisation for sharing of ideas, effective and efficient teamwork and keeping the expenses within the budget.

We are thankful to the Department of Health, for the extension of funding to 2022. We are very fortunate to receive legal work on a pro bono basis from the most reputable legal firms Minter Ellison and Sparke Helmore. We are supported by our major financial contributor, Community Underwriting and Insight for Fund Raising. We would not have been able to achieve what we have achieved so far without their support and the support of all the donors. and others who supported us in various other ways.



Rezwan and Liza

Minutes of the 30th Annual General Meeting Meals on Wheels, NSW

Date: Thursday, 18th November 2018

Location: Panthers Leagues Club, Penrith

Present:

Board Members

Colleen Fuller, Sheryl Garner, Ditte Kozak, Carolyn Mccoll, Roger Morris, Therese Revell, Peter Scorgie, Chris Watt, Clayton Sippel, Graeme Berwick.

Other Members:

As per the Register that appears as an attachment to these minutes.

Minute Taker: The Secretary [Roger Morris]

1. Opening

As a quorum was present the meeting began at 10.30am. The President, Chris Watt, opened the meeting with an Acknowledgement of Country and welcomed members, staff, and guests to the 30th Annual General Meeting.

2. Apologies

Apologies were received from Noreen Boehm, Ron Welsh, Julie Logan, Sharon Lawrence, Merle Catlin

These were noted.

3. Minutes

The minutes of the 29th AGM held on 16th October 2017 at 80 Cooper St Surry Hills were adopted as a true and accurate record of that meeting on the motion of Peter Scorgie and Colleen Fuller. There were no dissenting votes.

4. Presentation of Annual Reports

The Annual Reports as printed in the Annual Report document were adopted on the motion of Sheryl Garner and Carolyn McColl. There were no dissenting votes.

5. Innovation Award Winners

Chris Watt announced the Winners of the Association's Innovation Awards for 2018, they were:

The Brunswick Valley Meals on Wheels

Bucketts Way Neighbourhood Group

Open Arms Care

Nepean Food Services

These Awards were formally presented at the Conference Dinner.

6. Announcement of the New Board Members

Chris Watt announced names of the three Board Members who were successful in the recent election. They were: Ditte Kozak, Julie Logan and Chris Watt

Board Members for 2018 2019 are:

ELECTED: Colleen Fuller, Sheryl Garner, Ditte Kozak, Carolyn McColl, Julie Logan, Therese Revell, Peter Scorgie, Clayton Sippel, & Chris Watt.

INVITED: Graeme Berwick, Sharon Lawrence, Roger Morris.

7. Appointment of the Auditor

The re-appointment of Kelly+Partners, Chartered Accountants as the Association's Auditors for 2017-2018 was agreed to on the motion of Ditte Kozak and Graeme Berwick.

8. The Honour Roll

Members were reminded that they can access the Honour Roll via the Website.

CLOSURE:

There being no further business before the Chair, the President thanked members for their attendance and declared the meeting closed at 10.45am.



2018 Food Services Innovation Award Winners

The Brunswick Valley Meals on Wheels Service won an Innovation Award for their project, 'Wollum Aboriginal Meals Service.'

This successful project has enabled the active promotion of Meals on Wheels into Aboriginal communities, opening the door to food security options and support for this group of Australians.

An Innovation award went to Bucketts Way Neighbourhood Group for their 'Britten Street Project'. BWNG was able to refurbish an old commercial kitchen on Britten Street in the industrial area of Gloucester, transforming the space into a hands-on training facility, Meals on Wheels kitchen and social space for the community.

Open Arms Care also won an Innovative Award for their 'Organisation Performance Wheel.' The wheel is based around the Aged Care Quality Standards, and has proven to be an effective tool for opening up the lines of communication between staff and volunteer board or committee members.

Nepean Food Services have also won an award this year for their project "In Pursuit of Wellness and Reablement". Through the provision of a range of innovative food related local supports, Nepean Food Services utilize food as a way to connect people. The various programs support and motivate people to get out and about and participate in community life.





Treasurer's Report



Carolyn McColl

Another financial year has finished and despite the increasing competition in our market and the government compliance requirements, we are all still in business. That has to be a positive.

Ultimately our peak body finances are looking strong and thanks to Puvana Thillai Nadesan, General Manager Corporate Services we came in on budget.

Despite offering increased services to our members, we have continued to keep our membership fees as low as possible. You might note that our total income for the year was \$3,046,815.00 and of this only \$137,070.00 was revenue from our membership.

In the report net figure raised from fundraising were \$394,058.00 and the donation from Insurance were \$706,368.00.

This income outside of government funding and membership fees, is what has allowed us as a peak body to offer so much more to our members.

Our network support officers under the leadership of Gail Carroll General Manager Network Support and Strategy continue to support our members, keeping them up to date with regulations, guiding them through the process and offering resources like policy and procedures within the regulations.

For the first time we have introduced Regional Conferences, feedback from the services reflects that they have been very successful. Another advantage available to members is our marketing resources including the introduction of training webinars.

Much of this year has been dedicated to starting the process of setting up a foundation to put us in a position to give grants to members for special projects.

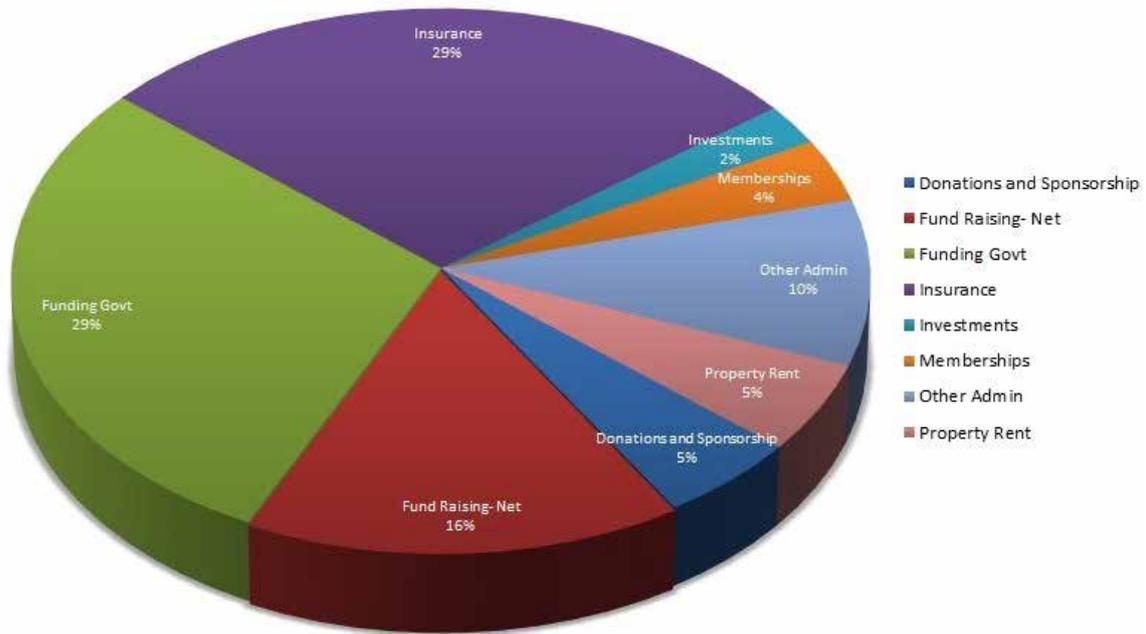
Our time has also been spent dealing with the contract of sale for the Cooper Street property, as settlement was not until 4th September 2019, the property still shows as an asset in the financial report to 30th June 2019.

We, as members of the board, are looking to purchase another commercial property that will house our offices and earn income from outside renters. I would like to thank our staff and my fellow board members for their work and support over the previous 12 months.

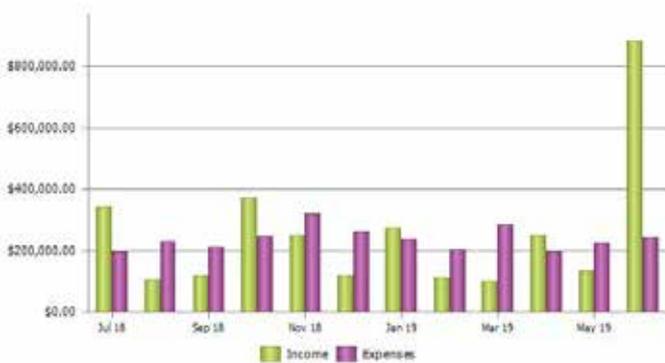
Regards

Carolyn McColl
Hon. Treasurer

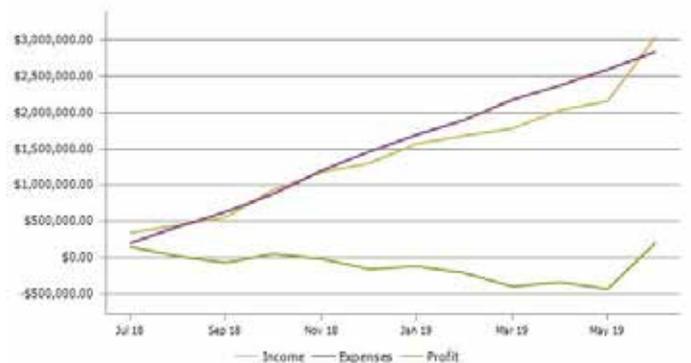
The Pie Chart shows the percentage of income from each category of the total income



Income and Expenses



Cumulative Income, Expenses and P/L



MEALS ON WHEELS NSW LTD
ACN 621 449 929
FINANCIAL STATEMENT EXTRACTS
SUMMARISED FINANCIAL REPORT

INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
Income		
Conferences, regional meetings and training	163,733	25,000
Donations and bequests	92,513	98,624
Fundraising	957,806	1,007,263
Government funding - ADHC	-	308,833
Government funding - DSS	642,763	579,787
Insurance commission - donated (associated body) - current year profits	706,368	570,221
Insurance commission - donated (associated body) - prior year profits	-	123,212
Interest received	46,124	37,777
Investment income	16,690	20,121
Lease income	131,997	114,455
Memberships	137,070	108,647
Profit on sale of non-current assets	26,602	2,273
Other income	125,149	47,908
Total income	3,046,815	3,044,120
Expenditure		
Assistance paid	35,587	48,142
Audit and accountancy fees	12,000	12,000
Bank fees	1,168	1,347
Conferences	118,848	122
Consultancy	61,174	16,805
Depreciation	77,348	65,013
Electricity and water	15,906	17,858
Employee benefits expense	1,426,929	1,354,948
Fundraising	563,748	600,930
Investment property expenses	48,903	54,887
Strata fees	28,423	32,625
Other administration expenses	453,564	437,508
Total expenditure	2,843,598	2,642,185
Surplus	203,217	401,936

Refer to the annual financial report for the year ended 30 June 2019 for further information, which is available on request from Meals on Wheels NSW Ltd

MEALS ON WHEELS NSW LTD
ACN 621 449 929
FINANCIAL STATEMENT EXTRACTS
SUMMARISED FINANCIAL REPORT

BALANCE SHEET AS AT 30 JUNE 2019

	2019	2018
	\$	\$
Assets		
Current assets		
Cash and cash equivalents	1,305,956	1,625,911
Trade and other receivables	1,038,580	982,927
Inventories	27,242	31,708
Other assets	930,026	432,320
Total Current Assets	3,301,804	3,072,867
Non-current Assets		
Other financial assets	789	612
Property, plant and equipment	1,081,176	1,060,011
Investment property	1,024,374	1,059,624
Total Non-current Assets	2,106,339	2,120,247
Total Assets	5,408,143	5,193,114
Liabilities		
Current Liabilities		
Trade and other payables	254,077	237,293
Short-term provisions	237,393	243,634
Total current liabilities	491,470	480,928
Non-current Liabilities		
Long-term provisions	52,403	51,135
Total Non-current Liabilities	52,403	51,135
Total liabilities	543,873	532,063
Net assets	4,864,269	4,661,052
Equity		
Retained earnings/profit	4,864,269	4,661,052
Total Equity	4,864,269	4,661,052

Refer to the annual financial report for the year ended 30 June 2019 for further information, which is available on request from Meals on Wheels NSW Ltd

MEALS ON WHEELS NSW LTD
ACN 621 449 929
FINANCIAL STATEMENT EXTRACTS
SUMMARISED FINANCIAL REPORT

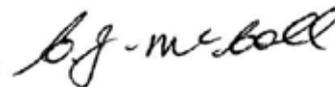
DIRECTORS' DECLARATION

The Directors of Meals on Wheels NSW Ltd declare that the summarised financial report of Meals on Wheels NSW Ltd for the financial year ended 30 June 2019:

1. is an extract from the full financial report for the year ended 30 June 2019 and has been derived from and is consistent with the full financial report of Meals on Wheels NSW Ltd.

This declaration is made in accordance with a resolution of the Board of Directors.

Director: 
Chris Watt

Director: 
Carolyn McColl

Dated this 10th day of September 2019

MEALS ON WHEELS NSW LTD
ACN 621 449 929
FINANCIAL STATEMENT EXTRACTS
SUMMARISED FINANCIAL REPORT

INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF MEALS ON WHEELS NSW LTD

Report on the Concise Financial Report
Opinion

The concise financial report, which comprises the balance sheet as at 30 June 2019 and the income statement for the year then ended, are derived from the audited financial report of Meals on Wheels NSW Ltd for the year ended 30 June 2019.

In our opinion, the accompanying concise financial report, is consistent, in all material respects, with the audited financial report, in accordance with AASB 1039: *Concise Financial Reports* and the *Corporations Act 2001*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the concise financial report section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Concise Financial Report

The concise financial report does not contain all the disclosures required by Australian Accounting Standards applied in the preparation of the audited financial report of Meals on Wheels NSW Ltd. Reading the concise financial report and the auditor's report thereon, therefore, is not a substitute for reading the audited financial report and the auditor's report thereon. The concise financial report and the audited financial report do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial report.

Independence

In conducting our audit, we have complied with the independence requirements of the Corporations Act 2001. We confirm that the independence declaration required by the Corporations Act 2001, which has been given to the directors of Meals on Wheels NSW Ltd, would be in the same terms if given to the directors as at the time of this auditor's report.

The Audited Financial Report and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial report in our report dated 10 September 2019.

Directors' Responsibility for the Concise Financial Report

The directors are responsible for the preparation of the concise financial report in accordance with Accounting Standard AASB 1039 Concise Financial Reports, and the Corporations Act 2001, and for such internal control as the directors determine is necessary to enable the preparation of the concise financial report.

**MEALS ON WHEELS NSW LTD
ACN 621 449 929
FINANCIAL STATEMENT EXTRACTS
SUMMARISED FINANCIAL REPORT**

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF MEALS ON WHEELS NSW LTD**

Auditor's Responsibilities for the Audit of the Concise Financial Report

Our responsibility is to express an opinion on whether the concise financial report complies, in all material respects, with AASB 1039 Concise Financial Reports and whether the discussion and analysis complies with AAS 1039 Concise Financial Reports based on our procedures which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements.

Kelly Partners (South West Sydney) Partnership



Daniel Kuchta

Registered Auditor Number 335565

Campbelltown

Dated this 10th day of September 2019



Meals on Wheels

New South Wales

Meals on Wheels NSW Ltd.

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Email: nswmow@nswmealsonwheels.org.au

Website: www.nswmealsonwheels.org.au

nswmealsonwheels.org.au



More
than just
a meal



Meals on Wheels