



Meals on
Wheels
NSW
Annual
Report
2019-2020

More
than just
a meal

2019



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Sydney, South Eastern Sydney, St George and
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*Western Sydney, Macarthur/Wingecarribee,
Central West & Orana Far Western Regions*

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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

MARKETING TEAM

Chloe Zaiter
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Sue Dryden
Volunteer Coordinator

Board Members

Chris Watt (*President*), Sheryl Garner (*Vice President*),
Roger Morris (*Secretary*) Carolyn McColl (*Treasurer*),
Graeme Berwick, Therese Ravell, Ditte Kozak, Julie Logan,
Clayton Sippel, Rodney Young, Damien Isaacs and Sharon
Lawrence



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President and CEO's report



***It was the best of times,
it was the worst of times.***

CHARLES DICKENS, A TALE OF TWO CITIES.

In thinking about our report for the last twelve months the opening words of Dickens in his epic story of the French Revolution seemed to summarise for us the temper of the times.

At the beginning of the year we saw drought and an economy that was floundering and a future for Meal on Wheels that was uncertain but full of possibilities. Our State was consumed by the worst bushfires in our history, followed quickly by devastating floods. Dorothea McKellar's words were never so true as then. Droughts and flooding rains were upon us all. Then, out of nowhere we were plunged into plague.

***What's true of all the evils in
the world is true of plague as
well. It helps men to rise
above themselves.***

ALBERT CAMUS, THE PLAGUE

But the plague into which the world was plunged as the New Year began, suddenly opened both threat and opportunity. Briefly it seemed that we might be consumed by this pestilence, but human ingenuity triumphed as we all began to pull together as a community to rise above ourselves. Never have we been prouder than now of our community, our Meals on Wheels family and the care we have shown for each other. A momentous year indeed and one of which each one of you can be proud of what has been achieved.

As for us at Meals on Wheels NSW we offer gratitude and thanks to our board, our staff and the growing band of individuals and organisations that we count as our family and whose efforts have made us stronger and more focussed than ever.

Our shared capacity to deal successfully with these multiple challenges augers well for the continuing relevance of Meals on Wheels to the NSW community and the essential role that we all play. That is due in no small measure to the strategy we have been pursuing for over a decade now of developing resources that enable the network to deal with emerging circumstances and of the provision of our support staff in network support, marketing and admin areas that have been targeted at building network resilience and the ability to share ideas and experiences between each other.

In this respect it is important to note that the private sector, the community sector and the community at large have been vital participants in our ability to deliver what we have during this testing period. Urgent lobbying to Government from Meals on Wheels Australia saw assistance being provided to services with funding designed to assist them to deal with the extraordinary demands of the current Pandemic. Unfortunately, it is disappointing that the Federal Government has not been as helpful as far as we at Meals on Wheels NSW is concerned. Assistance has not been extended to us to enable us to deal with the extraordinary demands placed upon us in serving those dramatically increased needs of the network. The argument of the Commonwealth has been that the small additional one-off funding to the national body could be the source of funding to cover the support needs of over 600 local services around Australia. Even were no money to be spent at the national level that would leave approximately \$2,000 per service. That suggestion is uninformed at best.

The Government view was that a relatively minor grant to the national body is a reason not to fund the essential tasks that would have provided even better support to the members and to also give us the resources to ensure that the network retained the services of the many thousands of volunteers who have had to withdraw temporarily from service provision due to Coronavirus. But combined we have as a network overcome those decisions of Government, although to a lesser extent than would have otherwise been possible.

Having said all that let's now look at some of the highlights of the year.

2019-2020 Year in review

Corporate Services

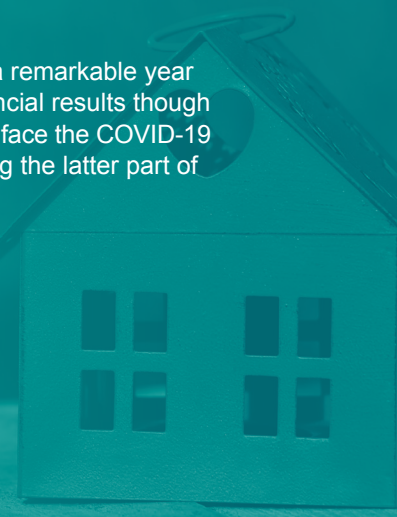
We are extremely proud of our property investment. In 2003 we made a decision to purchase a property for our office use rather than continuing to pay rent, which was a waste of scarce resources. We were able to borrow from Members Equity Bank for the purchase.

In 2008 we bought another segment on the same floor when it became available for sale. Total investment was \$2.8m.

This year we have sold the property for \$7.25 m giving us a net surplus of \$5.29m.

For the long term survival of the organisation and recognising the reduction in interest rates to close to nil, the board decided to use this money to purchase another property, in the belief that, in the foreseeable future, this property will bring us similar results in capital appreciation as well as regular lease rental income to support our activities.

This year was a remarkable year in terms of financial results though we have had to face the COVID-19 pandemic during the latter part of the year.



Network Support

The past year we have struggled with fires, floods, drought and a pandemic but we have also seen the emergence of heroes. Heroes, who through hard work and determination have not only continued to support but enhance service delivery to the most vulnerable in our community through these stressful periods.

The Network Support team have continued over the last year to find ways to better meet the needs of services, including responding to the emergencies and pandemic through providing consistent and targeted information to help services navigate through a new way of working. I would like to congratulate each of them for their resilience in these tough times and acknowledge all their hard work.

Unfortunately, we said a farewell but not goodbye to team member Susie Dunn. Susie was a champion who we will certainly miss however we are excited she has chosen to explore Australia with her husband Steve. This left a huge gap however we were lucky enough to employ Maria Rummery to fill her position.

I am really excited the **ACT, A Collaborative Toolkit** for emergency services and home support providers was completed and the uptake significant. The ACT was developed to empower older people to make decisions about preparing for an emergency such as fire, storms, heatwaves and floods. It is a critical piece of work which we are proud of, thanks to project officer Louise Sutcliffe for driving such an innovative project and the steering committee for their input and encouragement.

Marketing, Fundraising and Technology

A significant amount of work was completed on the Meals on Wheels NSW website, which went live in March 2020. The new website is mobile optimised, went through a complete design change, and we increased functionality. There was an addition of a translation tool which will translate content across the website into any language, accessibility tool that can read content on the screen, or adjust the view and make it readable for people with vision impairment, and the Volunteer Application Form is more visual and clearly defines volunteer roles.

We also developed a template for Meals on Wheels services who may be interested in creating a website for their local Service, as an extension to our website CMS. The template allows Meals on Wheels Services to set up an informational style website, or also introduce online meal ordering with e-commerce functionality. This is increasingly important for local Meals on Wheels Services to consider, as our next generation of clients will be online order savvy and will look to these options to order their meals. These new templates for website creation will be available in the coming months.

A new Marketing Tool Kit, consisting of over 20 pieces of marketing material, was localised and sent to each of the local Meals on Wheels Services across the State in December.

We took part in the NSW Seniors Festival in February, at the Sydney Convention Centre, and launched our campaign 'Secret to a Happy Life'. This campaign asks the general public to share their secret to living happily with today's younger generation.

Our plan is to collate all of the responses and share them with our social media community. We were inundated with responses at the event and one of the highlights of the festival was receiving a response from our NSW Premier, Gladys Berejiklian, who responded 'Be Yourself'. Due to COVID-19, we made a decision to place this campaign on hold and will be relaunching it in 2020/21.

We are pleased to share that Meals on Wheels NSW have been selected as a 2019 Recipient in the Tata Consultancy Services (TCS) Community Innovation Program. After making a submission, and being selected as finalists after a panel interview, the announcement was made at an Awards Luncheon in the Blue Mountains.

Our application for Meals on Wheels NSW was in the category of Gamification, and is around educating a younger audience about the benefits of good nutrition and the importance of healthy ageing, which will potentially save the Government millions of dollars in the future.

Although we have not commenced development of this app as yet, we are having initial discussions on what it may potentially look like as a tool to educate younger people on the importance of good nutrition for healthy ageing. The app will utilise avatars, rewards, leader-boards, simple games.

We are really excited about this opportunity to work with an innovative global technology company that has philanthropy embedded into their business culture.

It has been an interesting year with a number of exciting initiatives that benefit our membership and the Meals on Wheels brand. It has also consisted of many challenges with bushfires, droughts and COVID-19. We would like to sincerely thank the entire team, our Board of Directors and the membership. Thank you to all.



Meals on Wheels NSW

About us

Meals on Wheels NSW represents 155 Meals on Wheels Service providers, who collectively utilise over 35,000 volunteers and deliver 4.5 million meals each year in both metro, regional and rural areas in NSW.

Meal service providers in each local community may be structured differently, whether they be standalone Meals on Wheels services, multiservice outlets, or run by local councils.

Meals on Wheels nourishes communities both nutritionally and socially, with the health and wellness of our clients being our top priority. We have had a place in the hearts and homes of Australians for over 60 years. Helping frail older people and younger people with disabilities in their homes where most are happiest and maintain independence is at the heart of what we do.

Every day a friendly smile, a chat about the weather, a nutritious meal and knowing someone will drop by to say hello, changes the lives of many Australians and it's not just the clients who value this contact.



Our role as a peak body

Meals on Wheels NSW is the State peak body representing local Meals on Wheels and/or food services around NSW, and have been operating in this capacity since November 1987.

We provide information, advice, advocacy, practical tools and resources as well as networking opportunities for like-minded service organisations and professionals.

We raise the profile and awareness of Meals on Wheels in the media and general public via our Friends of Meals on Wheels program, our website and our marketing campaigns.

We refer volunteers and clients to local Meals on Wheels Services, via functionality on our website, as well as phone call referrals. We also provide training on issues relevant to the sector, undertake research and development projects and other support services to our membership.

We are a not for profit organisation and rely on fundraising through raffles, bequests and donations to supplement Government funding and allow us to provide our members with the support they need.

NETWORK SUPPORT

347

Service visits –
July '19 to March '20

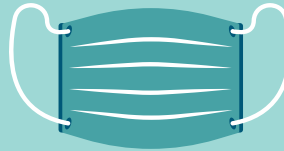


65

Food Forums
attended

24

COVID-19
resources
developed



- 12 News for Services
- 4 Relish Magazines
- 4 Wintalyka Magazines
- 52 Weekly Windups

CORPORATE SERVICES



20% of
members sought
Financially
Disadvantaged
Fund Assistance

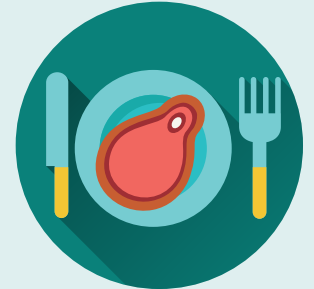


3015

National Police
Checks processed

4753

Financially
Disadvantaged
Meals funded



MARKETING

\$2.37
million

in PR value received in NSW
between March – June '20



100% of Bushfire
Appeal donations
redistributed to
membership

\$28.8k

11,496
Facebook
page likes



635
Twitter followers



318
Instagram
followers



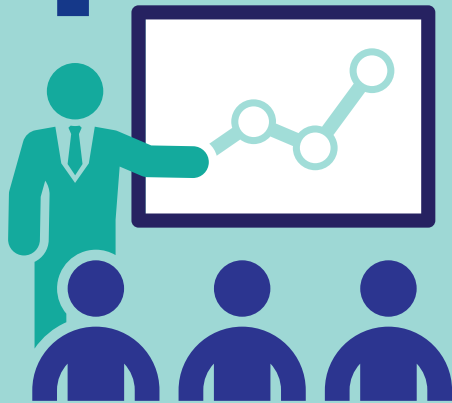
267
Linkedin
followers



76 Youtube
listed videos



4 New training programs developed including COVID-19



119 COVID-19 ZOOM meetings held with members

1578

Call Centre referrals to Services from clients and volunteers during 3 month COVID-19 period March – July '20



3000

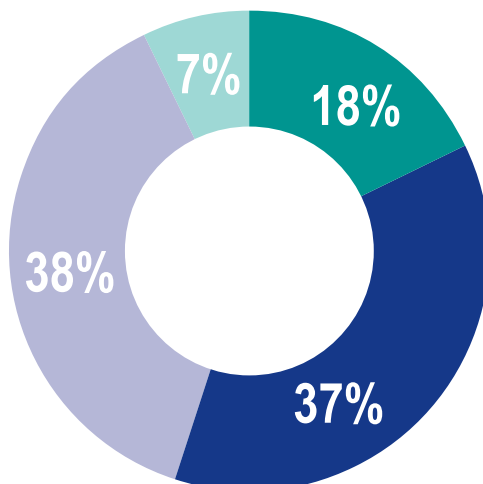
Phone referrals to Services from clients and volunteers July '19 - March '20

COMMUNICATION: **6** Marketing updates sent. **3** Marketing webinars held

2906

Volunteer applications received online

- 18–25 years old
- 26–45 years old
- 46–65 years old
- Other



\$476k

Corporate partner donated goods value received (March-June '20)



A Collaborative Toolkit: Preparing older people for emergencies



One of the key take-aways from the Black Summer fires of 2019-20, the floods and now COVID-19, is that we understand that keeping people safe, particularly those who are vulnerable in our community, must be a whole of community effort.

Before the Black Summer began, the messaging from emergency services was clear – we can't expect that emergency services will be there for every household to help them evacuate or protect homes. This was borne out this past summer when bushfires were raging simultaneously in so many communities at one time, with more than 3,000 homes destroyed and 33 people dying, despite the best efforts of all concerned.

Being prepared prior to an emergency event is essential to improving the odds, particularly for older people who need support to live at home safely in the community, where lack of transportation, isolation, communication difficulties and disability can add to the complexity of their situation. Given that Meals on Wheels and other CHSP providers are in constant contact with older members of the community, we are well placed to assist with improving their levels of emergency preparedness.

Over the past 18 months, therefore, in partnership with key emergency services and other stakeholders, Meals on Wheels NSW has developed **ACT! A Collaborative Toolkit: preparing older people for emergencies** to assist home support providers empower older people to make decisions about preparing for emergencies such as bushfires, housefires, storms, heatwaves and floods. It builds on older people's knowledge of local risks, initiating and supporting individual discussions around what they can do to prepare, providing concise practical information and linking in appropriate supports, when required.

It also builds the capacity of Meals on Wheels and other home support providers to train their staff and volunteers on how to discuss emergency preparedness with clients and make referrals to emergency services for assistance.

We were very lucky to have 5 Meals on Wheels pilot sites (City of Sydney, Dubbo, Eurobodalla, Nepean and Wagga Wagga) who trialled the toolkit and gave us some very useful feedback to ensure that the final toolkit is accessible, flexible and suitable for a range of different organisations to use.

This toolkit and all resources are now available for Meals on Wheels and other CHSP providers to use.

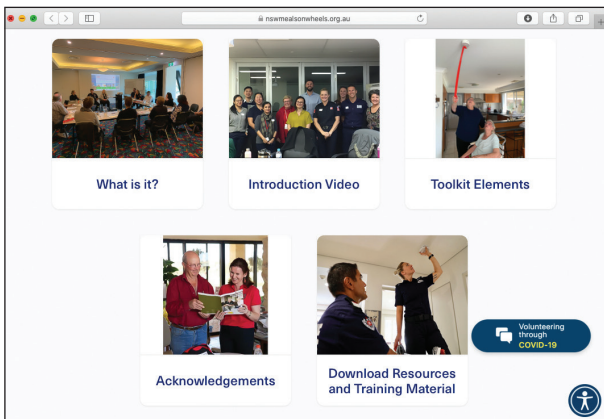
See the resources on the Meals on Wheels website at <https://nswmealsonwheels.org.au/ACT> and the feedback so far has been very positive from home support providers, many of whom have been looking for a resource such as this, particularly since the summer fires. At the time of writing this report, 125 organisations have registered to access the toolkit on our website, 73 organisations have requested starter packs and we also have 20 Sector Support and Development Officers (including our Network Support Consultants) who have been trained so that they can offer training and support in implementing the toolkit in their regions across NSW.



Staff training for emergency preparedness

From the trial sites, we learnt that the toolkit does, in fact, significantly help people to prepare for emergencies. Of those older people participating in the program, 75% indicated some degree of increase in their level of emergency preparedness and 82% had taken actions to prepare themselves. The types of actions taken included getting assistance with their smoke alarms from Fire and Rescue NSW's Safety Visits program, completing emergency preparedness checklists, starting to prepare a 'grab and go' bag, talking with their family and neighbours about their plans, and recognising the need to evacuate early.

The project was funded through the Community Resilience Innovation Program from the NSW Office of Emergency Management (now Resilience NSW). In November 2019 we received additional funding to develop an App and we are currently designing and building the app, in consultation with our partners.



The ACT! resources on our website, <https://hswmealsonwheels.org.au/ACT>

This app will make the toolkit even more accessible when staff and volunteers are out in the community visiting their clients. We are also exploring ways of expanding the project so that it can be a nation-wide initiative, taking into account the different emergency service organisations in each state.

We look forward to our members and other aged care providers accessing the toolkit over coming months, and by doing so helping their clients to stay safe when emergencies occur.



Acknowledgements

This Meals on Wheels NSW project is a collaboration between



Bushfires In the spotlight

The bushfire season was heartbreaking, especially after the drought. There were fatalities and many Australians lost their homes and communities. The fires destroyed wildlife and left many people devastated and overwhelmed by the immense task of rebuilding their lives and their communities. However, we know Australians are resilient and we applaud their spirit, especially in the traumatic times.

We heard of many great initiatives through this period, for example, Bega Valley Meals on Wheels were requested to provide some vegetarian meals for the evacuation centre. Even though one of our Board members was in the process of being evacuated, Carolyn McColl had time to arrange delivery of meals to the centre by the Manager David Atkins.

The staff phoned all of their vulnerable and isolated clients to make sure they were safe, and if they needed help to evacuate or remain in their homes.

One of our Network Support Consultants, Fiona Scott, also a Red Cross volunteer, was volunteering at the evacuation centre while not knowing whether she had a home to return to. This was a traumatic time and the emotional toll was immense for all.

One of the initiatives we have been working on this year is the **ACT! – A Collaborative Toolkit** for emergency services and home support providers. Meals on Wheels NSW partnered with key emergency services to develop a toolkit to empower older people to make decisions about preparing for an emergency and build on the capacity of home support providers to discuss emergency preparedness with clients and make referrals to emergency services for assistance.

Our Friends of Meals on Wheels supported our Bushfire and Drought Appeal, where **100% of the funds raised were allocated to Meals on Wheels Services** in Bushfire and Drought effected areas.

We raised \$28,800 and this was distributed to a number of Meals on Wheels Services to support them with providing meals to people in their local communities who were impacted by bushfires, as well as their local RFS. Funds also went towards purchasing P2 masks for Meals on Wheels Services who were in areas effected by fires.

Funds from the appeal also enabled us to purchase bottled water for Meals on Wheels clients from Tenterfield in NSW. Residents had been asked to boil their tap water prior to drinking it to avoid getting sick. Meal Appeal Funds were used to purchase bottled water for clients in the region and assist with keeping their fluids up while the towns water filtration plant gets fixed. We arranged a delivery of water for Meals on Wheels clients in the Tenterfield area.

Our year started with drought, then bushfires, went onto floods and just to top it off, a pandemic. It was a year we won't forget in a hurry but one where the positive spirit and resilience of Australians was never been so pronounced.

Another was Eurobodalla Meals on Wheels Co-operative Ltd, where free meals were placed in a freezer which was supplied by Harvey Norman (Batemans Bay) outside their store, for people needing a meal. Free meals were also supplied to the Hospital, Rural Fire Service and the Evacuation Centres. Not only did they think about people, but the animals too. They used their van to distribute hay bales for horse feed and other livestock during the drought. It was all hands-on deck.

Southern Shoalhaven MOW in Ulladulla were under ember attack for days in early January and were very grateful to MOWNSW for the supply of P2 masks for the staff and volunteers to wear for deliveries during the 5 weeks of heavy smoke and ash fall.



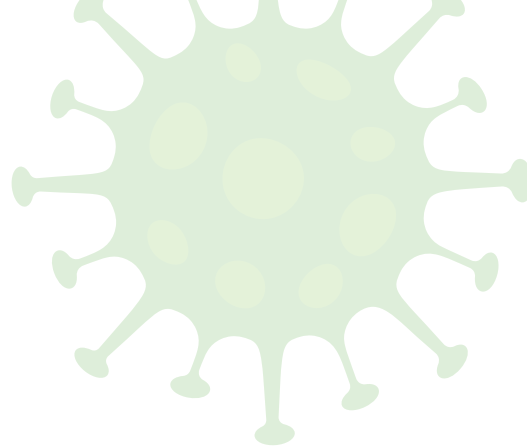


**We know
Australians are
resilient and
we applaud their
spirit...**



Supply of P2 masks for the staff and volunteers

In the spotlight COVID-19



COVID-19 has certainly changed the way we work. Meals on Wheels NSW was mindful of the extra work for our services and focused on supporting them to adapt, increase service provision, manage culture and the changing dynamics.

Supporting our Members

Supporting our membership was our top priority during COVID-19. The Network Support Consultants have been proactive in developing COVID 19 related protocols and resources. COVID-19 restricted consistent travel, hence regular ZOOM meetings. These have been a great success, although it will be even better once we get to sit down and chat face to face again.

The team were involved in the contactless toilet paper and Glen 20 products delivery runs. A logistical feat but well worth it. This prompted our team to think outside the norm and hence a mask initiative was developed. The newest member of our team Maria Rummery developed a 3 layered closefitting mask pattern and invited volunteers to help in the sewing of them. While engaging our volunteers who would otherwise have been delivering meals themselves, this initiative also supports the services and volunteers delivering meals. Thousands of masks have been sewn, distributed and worn to date.

We know that social isolation increases the risk of malnutrition and poor mental wellbeing. Our Meals on Wheels services have found innovative ways to keep clients safe, nourished and connected. This includes initiatives such as volunteers making telephone calls to clients, which support the COVID-19 safe protocols of both clients and volunteers. Some services made use of the extra COVID-19 funding to purchase iPads and other communication devices to enable clients to make use of digital technology to access social activities online.

One impact of the COVID 19 pandemic was the reduction of volunteers. I would like to acknowledge the government for the CHSP COVID-19 funding which enabled services to continue with maintaining service delivery and the influx of new clients. It's great to hear all the positive feedback from clients on our variety of nutrient-dense, flavoursome meals. I would also like to recognise all the volunteers who have either continued to volunteer, helped in other ways or decided to take a hiatus through this pandemic. You are all important to us and we thank you for your understanding and support.

Volunteers in self-isolation

Meals on Wheels NSW faced a significant problem and additional pressure to meet an increase in meal outputs but also do this utilising a much smaller number of volunteers to deliver meals.

Approx. 65% of our volunteer base in NSW is over the age of 70, and the Government was encouraging those over 70 to self-isolate as they were deemed vulnerable.

Through the use of our social media channels, publicity received in the media, as well as the corporate sector, we were able to attract over 2000 online applications for volunteers who were predominately aged between 26 – 45 years during the March 2020 period alone, when COVID-19 restrictions were put into place.

We received many offers of support from the Corporate sector who wanted to redeploy entire teams of staff while they were temporarily shut down, or offered use of their vehicles to support our organisation. These included NRMA, who supported many Meals on Wheels Services with the delivery of meals, and later went on to win a Choice Shiny Award for their support to the not for profit sector during COVID-19.

We were fortunate enough to receive funding for a 6 month contract Volunteer Coordinator role via Meals on Wheels Australia during this period, and welcomed Sue Dryden, who is in the process of developing a range of online training modules for Volunteers, which can be used for Onboarding or Refresher Training. Sue is also working on ways to support our membership with the re-introduction of Volunteers into their roles when we receive Government advice that it is safe to do so.

Corporate Support

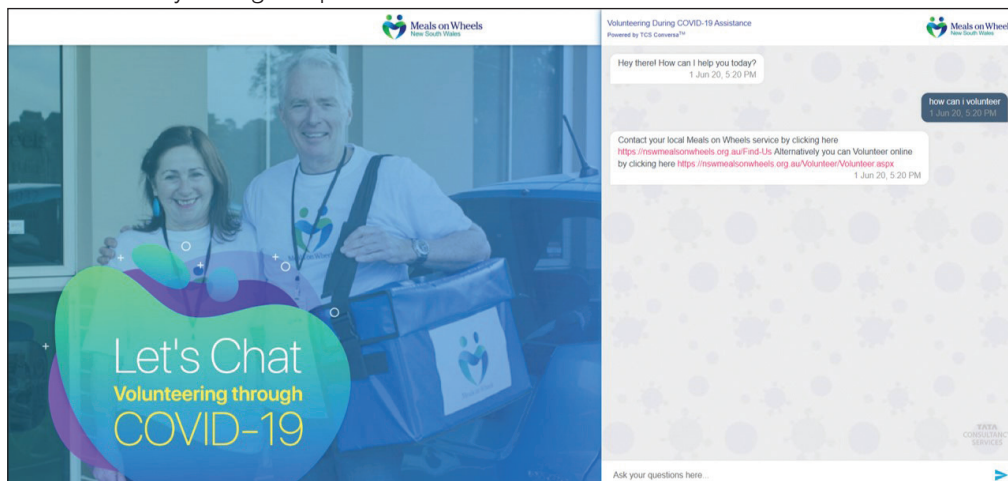
Thank you to Woolworths for generously donating toilet paper to every Meals on Wheels client in NSW, as well as across Australia. This was a huge coordinator effort on our part but was very well received by clients during a period where there was panic buying and supermarket shelves were left bare. Thank you to all the Meals on Wheels services who acted as a 'hub' for the distribution of toilet paper around the State.

Thank you to RB for generously donating Glen 20 and Dettol Hand Sanitiser, as well as a range of other products across other States. We were able to distribute one can of Glen 20 to every Meals on Wheels client in NSW, and have volunteers utilise Dettol Hand Sanitiser between meal deliveries as they did not have access to hand washing facilities. Thank you to Glen 20 for also developing a new TV ad showcasing our partnership utilising snippets of our Meals on Wheels NSW community service announcement and Glen 20 footage, and donating a portion of their TV media spend to us during COVID-19. This TV exposure enabled us to raise the profile of Meals on Wheels at a crucial time for our organisation.

Thank you to Beyond Bank Australia for supporting our social media 'staying connected' art competition during COVID-19, and for pledging \$10 per artwork received. This campaign was positively received and gained much interest from our community.

Thank you to TCS for offering to develop a chatbot for our website to auto-respond to volunteering and meal enquiries during this period. Our focus is on developing our technology over the coming years, and this allowed us to answer simple questions in an automated format when our team were focussing on rolling out some of the initiatives and support to our membership.

Thank you to all of our Corporate Supporters listed on the next page, as well as our Donors, Volunteers and Community during this period.



A snapshot of our new chatbot from our website, developed by TCS

Media Coverage

We received in excess of \$2.8million of publicity and media exposure in NSW alone between March – June 2020 (excluding national coverage and coverage in other states mentioning NSW stories). We were inundated with over 200 calls from journalists from around the country from ALL the major TV networks including ABC, Ten, Seven, Nine, SBS and Sky News, and well as print media including The Australian, Sydney Morning Herald, The Daily Telegraph and all the major and community radio stations. We arranged in excess of 50 interviews with the support of the Meals on Wheels services in NSW during the COVID-19 period. Meals on Wheels stories were the good news story amongst all of the uncertain COVID-19 stories during March and April.

Our Prime Minister, Scott Morrison, deemed Meals on Wheels as an essential service during one of his press interviews, which is something we have always known but it had never been verbalised by our nations leader.

Thank you to all of the Meals on Wheels services who responded to our calls and assisted with taking media out on meal deliver runs which showcased how we were still delivering meals and meeting the needs of clients, and also had time for a chat along the way (at a safe distance from clients), and to all of the media outlets.

Call Centre for Client Referrals

Our phones ran off the hook, so we implemented the support of a call centre during the initial stages of COVID-19, which responded to 1578 requests from the general public for support with meals and referrals were made to the Meals on Wheels service in the relevant area of NSW.

Thank you to our Corporate supporters during COVID19

Woolworths

We are proud to have partnered with Woolworths, who donated toilet paper to each of our Meals on Wheels clients across NSW, as well as nationally.

This was a welcomed donation of toilet paper, at a time where there was panic buying and shelves were left bare of essential items. Many elderly and vulnerable people in local communities struggled to source essentials and this donation was really appreciated by all of our clients.

Tata Consultancy Services (TCS)

Thank you to TCS for developing a chatbot exclusively for Meals on Wheels NSW. The chatbot has assisted with responding to enquiries about Volunteering and Meal Ordering.

Reckitt Benckiser

We are proud to have partnered with Reckitt Ben (RB) nationally, who donated Glen 20 and Dettol hand sanitiser to each of the Meals on Wheels clients in NSW. RB also allocated a portion of their April 2020 Glen 20 TV media spend, and aired a joint TVC encouraging the general public to support Meals on Wheels.

RB will committed to delivering \$1 million of disinfectant products to Meals on Wheels in 2020.



April Group

April Group is committed to building and supporting communities, and are proud to provide property related management and strategic services to Meals and Wheels NSW on a pro bono basis.

Susanne Gervay

We thank Susanne Gervay for her support with donating storage space to assist with the Woolworths toilet paper donation.

Susanne is author of the bestselling 'I am Jack' series, among other works. She is also an ambassador for the Premier's Reading Challenge NSW, a programme run annually to introduce children and young adults to the pleasures of reading.

ACCO Brands Australia

We thank ACCO Brands Australia for their kind donation of notebooks and stationery. These have been donated to select groups of clients around NSW.

Bryopin

We thank Bryopin for their generous donation of meat products, that went to two production kitchens in NSW.

Crisis App

We thank Crisis App for reaching out to their community and having volunteers sew masks for some of our volunteers.

Knight Frank

We thank Knight Frank for their donation of toilet paper which was passed on to Meals on Wheels clients in the Sydney metro and Illawarra regions of NSW when there was a shortage due to panic buying.

Quilton

We thank Quilton for donating two pallets of toilet paper as part of their one million rolls campaign. This stock was directed to North Shoalhaven Meals on Wheels.

Revolution Box

Thanks to the event organisers of the Sydney Bastille Food Wine Art Revolution annual Festival in Sydney's Circular Quay, celebrating all things French on Bastille Day, Revolution Box will be donating \$3 for every box sold to our Financially Disadvantaged Fund.

Beyond Bank

We are proud of our partnership with Beyond Bank, who have generously pledged to donate \$10 for every artwork submission received in our #MOWartist Facebook competition at a time where we were trying to encourage our social media community to remain socially connected.

Xylem

We thank Xylem for their donation of N92 face masks for clients and volunteers during the COVID-19 pandemic.



Donors and corporate partners Thank you

We value the corporate partnerships that we have established. These partnerships allow us to support our clients through the donation of goods and services. We thank our Corporate Partners for their continuous support.

Oakvale Wines

Meals on Wheels NSW is proud to partner with Oakvale Wines and all our sponsors including Amcor, Harris Transport, Hunter Bottling Company, Labelcraft, Laffort Australia and New Zealand and Wine Tech Services for their generosity of donating in the tens of thousands Piccolo bottles of wine to clients in the Hunter Region since 2011.

Casella Family Brands

Casella Wines provide piccolo bottles of wine to clients from the Riverina Region. This program commenced in 2016 and is mirrored off the partnership with Oakvale Wines.

Tata Consultancy Services (TCS)

Tata Consultancy Services believe that technology has the potential to change the way the not-for-profit and social enterprise sector delivers services to the community and advocates for change. By empowering the not-for-profit sector and social enterprises with world leading technology solutions, TCS can assist to build the sector's organisational capability and capacity to create greater social and environmental impact. Meals on Wheels NSW are pleased to have been selected as the TCS Community Innovation Partner for the category of Gamification in October 2019. We look forward to developing an app that will educate a younger audience on the importance of good nutrition for healthy ageing.



Make your cuppa count.



Beyond Bank
AUSTRALIA

Beyond Bank Australia

Beyond Bank Australia is proud to sponsor the Meals on Wheels NSW 2019 **Cuppa for a Cause** program.

Beyond Bank Australia is one of the nation's largest customer-owned financial institutions with more than 250,000 customers and assets under management in excess of \$5 billion. It operates branches across New South Wales, ACT, South Australia and Western Australia, providing personal and business services, financial planning and wealth management.

Beyond Bank is 100% owned by its customers and uses its profits to benefit local communities through fundraising, project support, volunteering and foundation programmes. And as Australia's first bank to be certified as a B Corp, it is committed to making a positive economic, social and environmental impact. This certification means the bank has met the highest standard in performance, transparency and accountability.

April Group

April Group is committed to both building and supporting communities, and therefore we are proud to provide property related management and strategic services on a pro bono basis to Meals and Wheels NSW.

April Group is a Sydney based fund manager who specialise in the acquisition, management, development and value add to commercial office buildings within the Sydney City Fringe, CBD & Eastern suburbs.

Sparke Helmore Lawyers

We are pleased to have Sparke Helmore lawyers as a partner of Meals on Wheels NSW. Sparke Helmore expertise spans corporate and commercial to construction, workplace to insurance, IP to IPOs, mining to manufacturing, and property to procurement.

LOOP

As supporters of technology which saves us time and makes our lives easier we are proud partners of LOOP.

LOOP is a digital conveyance service offering consumers a quick, transparent, secure and convenient approach to the sale or purchase of a residential property.



Les and Claudia with the Tata Consultancy Services Innovation Award



Client happily receiving wine donation

Meals on Wheels NSW Volunteer Honour roll

20–30 Years of Service

Armidale Meals on Wheels

Susanne Adams
Stephen Adams
Irene Darby
Pamela Darby
Kath Harris
Richard Hayden

Auburn Meals on Wheels

Betty Mayo
Suzanne Roper

Bankstown Meals on Wheels

Luisa Zanet
Joan Gillard
Lyn Gallant
Margaret Hayward
Irene Heard
Alan Shepherd
Dennis Hayward
Sue Bloor
Robert Rawson
Caroline Noble
Claudia Hardie
Estelle Abbott
Marion Cadman
Sue Hollis
Betty Seery

Bega Valley Meals on Wheels

Carolyn McColl
Patricia Irving

Berry Meals on Wheels

John MacLeod
Neroli Williams
Gayle Barkway-Jones
Jenny Swann

Blue Mountains Food Service

Gerry Taylor
Peg Taylor
Deidre Madden
Helen Boyle
Margaret McArthur

Brunswick Valley Meals on Wheels

Corrie Fuest
Rhonda Edwards
Luz Landers
Jane Moyle
Margaret Alderton
Ruth Grayson
Margaret Mott
Gerri Woods
Ann Harburn
John Short
Judy Short
Beryl Pepper
Bev Plater
Peter Plater
Pat Plater

Camden Haven Meals on Wheels

Tony Buckley
Anne Burton
Gary Chapman

Camden Meals on Wheels

Barbara Brown
Kay Sidman

Casino Meals on Wheels

Vivian Gray
Wendy Edwards
Jenny Noble
Margaret Margetts
Dianne Armitage
Marie Wheatlet
Shirley Garrard
Helen Moffitt
Patricia Hanna
Ruth Burt
Joyce Maloney
Janelle Sweeney

Central Coast Meals on Wheels

Patricia Wright
Tsugio Endo
Keith Asplet
Sylvia Asplet

Cootamundra Meals on Wheels

Sandra Worboys
Jenny Wells
Phillip Wells
Debbie Vesperman
Ruth Thorburn
Eric Thorburn
Robyn Thompson
Patricia Roberts
Betti Punnett
Lyn Ormond
Maureen Miller
Ned Miller
Heather McKenzie
Kerrie McKenzie
Christine Leahy
Margaret Holder
Lois James
Robyn Harris
Louanda Hardie
Wendy Gardiner
Lyn Forsyth
Sandra Fallon
Patricia Crowe
Judith Downes
Denise Clune
Jaqueline Caldwell
Mavis Bracken
Elaine Armstrong

Dungog & District Neighbourcare

Keryn Edmonds
Dawn Moore
Joy McKeachie
David Merton
Meri Grieg
Russell Jessop
Gordon Crimp
Betty Crimp
Heather Boorer
Joyce Byron
Margaret Shearman
Beryl Rumbel
Helen Atkins
Pat Penman
Pat Simmons
Carolyn Boyton

Griffith Meals on Wheels

John Heath
Katerina Trimboli
Rhonda Villata
Beverley Owen
Barbara Harrigan
Dawn Myers
Lydia Dal Broi
Maddalene Miotello
Connie Darrington
Michael Sheehan
Margaret Heath
Pat Corner
Marion Mickan
Elsie Bellincanta

Guyra Home Support Service

Susanne Adams
Stephen Adams
Irene Darby
Pamela Darby
Kath Harris
Richard Hayden

Holbrook Meals on Wheels

Sharyn Bartells-Waller

IC Care

Rosemarie Dunkel
Diana Ferguson
Colin Gray

Inverell Meals On Wheels

Pauline Croft
Laurel King
Gerard Anthony King
Kay Morris
Joan McGufficke
John McGufficke
Gwen Skaines
Susan Szumowski

Liverpool Meals on Wheels

SaColin Mackinnon
Averil Johnston
Laurel Todd
Julie Percival

Manly Meals on Wheels

Jenny Knapman
Anne Slattery
Esther Thomas

Newcastle Meals on Wheels

Ronald Edwards
Judith McWilliams
Berrie McWilliams
David Heath
Michael Thoroughgood
Christine Taylor
Beryl Cohen
Lavina Arnall
David Davies
Wendy Pinkerton
Graeme Ward
Margaret McWilliams
Valerie Willett
David Burnett
Ray Birch
John Harland
Keven Banning
Barbara Brooks
Margaret Stolman
Lauretta Passmore
Susan Bishop
Pamela Cammareri
Margaret Holding
Lorraine Schults
Sue Howell
Jean Newton
Helen Newton
Roy Gorst
Gloria Froude
Maree Watt
John Watt
Bill Willis
Beverly Dunbar
Neville Dunbar
Lorna Angus
Father Nicholas Zervas
Anne Edwards

Northern Beaches Food Service

Rosalyn Hadley
Grace Boole
Julie Wood

North Shoalhaven Meals On Wheels

Carolyn Valerie Shields
Peter John Moate
Gweneth Merle Sutherland

Sutherland Food Services

Margaret Shannon
Louie D'Alpuget

Swansea Meals On Wheels

Julie Curry
Michael Buckland
John Loss
Marie Stanborough
Robert Stanborough
Neville Molony
John Craig

Wentworth District Meals On Wheels

Letitia Barrett
June Bertalli
Marg Burrell
Sandy Christian
Peter Christian
Joan Daymond
Pauline Garraway
Robin Giddings
Sharlee Hill
Sandy Heuzenroeder
Bronwyn King
Jim Ostrognay
Marg Ostrognay
Audrey McPherson
Keith Moore
Pat Page
Marina Rix
Marg Smith
Jeanette Stephens
Ron Stephens
Eunice Swann
Jeanette Tisler
Lindsay Telfer
Peter Waters
Glennis Williams
Neil Williams

Willoughby Meals on Wheels at Home

Earle Deitz
Richard Drake
Merle Hounsell
Mary Shaw
Kerrie Williams
Ted Wilson
Paula Campbell
Richard Lambert
Janie Vas
Louise Surman
Michelle Wilcox
Philip Peake
Irene Connelly

31-40 Years of Service

Armidale Meals on Wheels

Joyce Betts
Jim Betts
Jennifer Hayden
Margaret Parker
Lynette Skinner
Deidre Youman

Auburn Meals on Wheels

Shirley Cleary

Bankstown Meals on Wheels

Sherry-Lee Butler
Jim Green

Berry Meals on Wheels

Pam MacLeod
Marilyn Killett
Janice Priddle
Marie Forsyth
Maya McGrath
Christine Hallohan

Blue Mountains Food Service

Doreen Kinsella

Brunswick Valley Meals on Wheels

Shirley Hand
Margaret Barnes
Gae Laverty
Keith Miller

Camden Haven Meals on Wheels

Leonie Boyle
Lyn Buckley
Pat Legge

Casino Meals on Wheels

Dick Beattie
Leila Beattie
Gwen Cairns
Joy Boyd
Kay Evans
Shayne Forrester
Judy Schneider
Margaret Newstead
Kay Rowse

Central Coast Meals on Wheels

Denise Denny
Fred Leake

Cootamundra Meals on Wheels

Ann Wilcox
Diane Turner
Helen Scott
Belinda Scott
Jenny Roberts & Cadas Kids
Annette Power
Jim Main
Win Main
Ann Jennings
Ellen Hartshorn
Barry Cant
Judy Cant
Ian Campbell
Brenda Campbell
Ken Bell
Merrian Baldry
Ellenor Armstrong
Ian Cooper

Dungog & District Neighbourcare

Anne Ellicott
Joy Morrison
Cheryl Gorton

Griffith Meals on Wheels

Lynn Taber
Rhonda Ann Miranda
Kerry Crump
Lyn Jasprizza
Lyndsey Martyn
Helen Martyn
Lucy DeRossi
Thelma Schwarzer
Helen Davoren
Sue Chittick-Dalton
Julie McWilliam
Pat Marden

Guyra Home Support Service

Joyce Betts
Jim Betts
Jennifer Hayden
Margaret Parker
Lynette Skinner
Dierdre Youman

Inverell Meals on Wheels

Helen Baldwin
Robin Dafter
Julie Dun
Judith Hamilton
Rhonda Watling
Margaret Woodham

Newcastle Meals on Wheels

Sue Hellwig
Melissa MacKay
Michael Craig
Jen Bailey
Michelle Botha

Sutherland Food Services

Rochelle Andrew

Swansea Meals on Wheels

Janice Cameron
Delma Lee Archer
Margaret Haddow
Kathleen Campbell

Guyra Home Support Services

Betty Mayled
Donald Mayled
Kath Varley
Noreen Williams
Robert Forbes
Doreen Garniss
Audrey McArdle
Geoffrey Reeves
Bertha Reeves
William Wicks
Judy Wicks

41–50 Years of Service

Holbrook Meals on Wheels

Kenneth Hulme
Jill Winnett

Inverell Meals on Wheels

Lyn Bailey
Patricia Henderson
Janet Hobson
Leonie Purcell
Beverley Sims
Jean Wilkins

Newcastle Meals on Wheels

Peggy Kentwell
Rhelma Willis
Ruth Webb
Elaine Young

Swansea Meals on Wheels

Keith Graham
Maureen Adams

Wentworth District Meals on Wheels

Pam Daymond
Miriam Jones
Val Stephens
Marion Waters
Sue Williams

Wesley Mission

Iris Nevendorf
Kaye Patrick
Neville Patrick
Cheryl Johnson
Ronda McPherson
Sandra McPherson
Patricia Horwood
Robert Horwood
Dianne Browning

Willoughby Meals on Wheels at Home

Patricia Governor

Armidale Meals on Wheels

Betty Mayled
Donald Mayled
Kath Varley
Noreen Williams
Robert Forbes
Doreen Garniss
Audrey McArdle
Geoffrey Reeves
Bertha Reeves
William Wicks
Judy Wicks

Bankstown Meals on Wheels

Joy Green
Lynn Quinn

Brunswick Valley Meals on Wheels

Jenny Moore
Heather Knott

Camden Meals on Wheels

Ellie Cunningham

Cootamundra Meals on Wheels

Joan Collins
John Collins
Elaine Cooper
Joan Hoey
Dorothy Paterson
John Paterson
Aileen Power
Wendy Ricket
Mary Guthrie
Des Guthrie

Dungog & District Neighbourcare

Jennifer Bishop
Preece Marie

Griffith Meals on Wheels

Margaret Haggarty
Rosa Mackenzie
Barbara Dickson
John Dickson
Heather Baltieri
Darryl Baltieri

Guyra Home Support Services

Betty Mayled
Donald Mayled
Kath Varley
Noreen Williams
Robert Forbes
Doreen Garniss
Audrey McArdle
Geoffrey Reeves
Bertha Reeves
William Wicks
Judy Wicks

Holbrook Meals on Wheels

Kenneth Hulme
Jill Winnett

Inverell Meals on Wheels

Lyn Bailey
Patricia Henderson
Janet Hobson
Leonie Purcell
Beverley Sims
Jean Wilkins

Newcastle Meals on Wheels

Peggy Kentwell
Rhelma Willis
Ruth Webb
Elaine Young

Swansea Meals on Wheels

Keith Graham
Maureen Adams

Wentworth District Meals on Wheels

Lois McQuie
Denise Grahame



Honour roll

Auburn Meals on Wheels

Delma Lloyd

Cootamundra Meals on Wheels

Lola Bell
Nancye Hicks
Anne Miller
Joyce Orgill

Griffith Meals on Wheels

Dot Peisley

Inverell Meals on Wheels

Margaret Lloyd

Newcastle Meals on Wheels

Grace Woolcock

51-60

Thank you

to all of our 35,000 volunteers
in NSW for your outstanding
contribution



More
than just
a meal



2019 Winners Innovation awards

Griffith Meals on Wheels wins 2019 Innovation Award for 'Hampers of Hope' Project

Last year, Griffith Meals on Wheels were awarded a Meals on Wheels NSW Innovation Award for their **Hampers of Hope Project**.

Officially launching in February 2019, the program rescues unsaleable food from supermarkets, farmers and local businesses, then redistributes this food repacked into food hampers to disadvantaged members of the community.

Meals on Wheels Griffith currently rescues 300kgs of food each day, which would otherwise end up in landfill. The unsaleable but perfectly edible food comes from supermarkets, farmers and business houses, and are redistributed in food hampers to disadvantaged members of the community. Recipients include: survivors of domestic violence, refugees and asylum seekers, newly settled migrants, homeless or people at risk of homelessness, unemployed, women's refuge, youth refuge, St Vincent de Paul, Salvation Army and Barnabas House.

In addition to this, they also supply to local school breakfast programs and as a result 3 more schools in the area have commenced a breakfast program and are reporting fantastic results.

Such a wonderful initiative from Griffith Meals on Wheels, and a great example of how Meals on Wheels really is an integral part of local communities and we deliver *'more than just a meal'*.



Meals on Wheels Griffith currently rescues 300kgs of food each day, which would otherwise end up in landfill.



Sutherland Food Services wins 2019 Wellness and Reablement Award for “Your Kitchen” Program

Last year, Sutherland Food Services, who are the Meals on Wheels provider in the Sutherland Shire of NSW, were awarded a Meals on Wheels NSW Wellness and Reablement Award for their ‘Your Kitchen’ Program.

Launched in early 2019 in response to the Wellness strategy, this program provides nutritional information sessions for groups that include cooking for one suggestions and demonstrations, as well as dietary advice. Personalised one to one sessions in the consumers home are also available, as well as a comprehensive range of household aides to assist with a variety of tasks in the kitchen, including the ‘Nimble’. A tiny device that assists people with low vision or lacking strength to cut or open things, including opening the hot delivered meal containers.

Sutherland Food Services has worked collaboratively with other like-minded providers in their shire to deliver a consistent message to customers and staff that may be grappling with the wellness concept. Partners are “Wellness Champions” and promote each other’s services at presentations, with the overriding message of

helping you live the life you love.



Such a wonderful initiative from Sutherland Food Services, and a great example of how Meals on Wheels really is an integral part of local communities and committed to Wellness and Reablement, showcasing that we deliver ‘more than just a meal’.



At a glance Board biographies

Chris Watt PRESIDENT



Chris is the Manager of Tweed Community Support which is the Meals on Wheels service for the Far North Coast Tweed Shire area based in Kingscliff.

He has managed this service since December 2012 having previously being on the Board of Tweed Community Support.

Chris has been on the Board of NSW Meals on Wheels since 2015 and has been President since 2017.

Since 2016 Chris has been the nominated delegate to the Board of Meals on Wheels Australia where he has been Vice President since March 2018.

Sheryl Garner VICE PRESIDENT

*Advanced Diploma in Community Services,
Diploma Leadership & Management*

Sheryl commenced her career in Community services in 2000 giving her 20 years' experience in the community services field. Prior to that she owned a small catering business in Forbes. Sheryl's career commenced in finance in Brewarrina over 16 years and she has held many positions including, Service, Loans officer, Supervision and relief in all fields in Orange, Bathurst, Central West relieving staff-lending and Forbes.



Sheryl is a Justice of the Peace and has been on several community boards of management.

Carolyn McColl TREASURER

Carolyn has been a director and member of the board since 2015. She has been treasurer of the board since 2016, Chair of the finance and risk sub committee since 2016, Chair of the Governance sub committee since 2016. Member of the board, director of subsidiary company NSW MOW Ltd. since 2017.



Carolyn is a director/chairman of the board of Bega Valley Meals on Wheels Co-operative Ltd. since 2001, and has been a MOW volunteer since 1988. She has worked as a systems analyst in a senior position with local government covering finance and IT. Worked in the finance industry carrying out company field audits, CEO of a nursing home and self employed as a book keeper to various businesses.

Roger K Morris AM SECRETARY



*BA, MLitt., MEd, PhD,
NSW Teachers' Cert.,
Grad Dip Ad Ed.*

Roger retired as an Associate Professor in the Adult Education at the University Technology, (UTS) Sydney in 2005.

He has been active in a number of other voluntary associations including: Glebe Neighbourhood Centre; Council of the WEA; Sydney Community College; Council on the Ageing (COTA); Sydney Mechanics' School of Arts (SMSA); and the National Board of Adult Learning Australia (ALA).

He was inducted into the International Adult and Continuing Education Hall of Fame in September 2006. He was the first Australian to be so honoured.

On Australia Day 2008, Roger was appointed as a Member of the Order of Australia (AM) for his contributions to adult education



Graeme Berwick

MBA, Diploma of Financial Services

Graeme has been a Board member since 2005. He is Executive Director of Community Underwriting Agency as well as director of a number of entities that provide consulting services to the insurance and reinsurance industry. He is the former CEO of international insurance broker Willis Australia, previously held executive roles with Marsh and has extensive experience in the insurance industry both in Australia and internationally. Graeme is also a Board member of subsidiary company NSW Meals on Wheels Ltd.

Damien Isaacs

General Manager – Newcastle Meals on Wheels, 10 years Community Services Experience.

Through a dynamic journey in the workforce Damien has worked in a number of Industries, sometimes concurrently. He has 20 years working and managing in the Hospitality Industry. Four years working in Childcare whilst studying a bachelors degree in Philosophy and Politics. A post study sabbatical in Landscape Gardening for 2 years, and finally 10 years in the community services sector at Management and Senior Management level.



Ditte Kozak

Ditte has been a Board member since 2015. Ditte is General Manager of Nepean Food Services (Meals on Wheels, Social Support and Registered NDIS provider) and has worked for this organisation for the past 27 years in various capacities.

Nepean Food Services has 11 team members and over 500 clients and since the pandemic started, we have been delivering safely 5000 meals per month (an increase of 1000 per month) with an average of 40 new people per month, joining our service as clients. We also have approximately 100 volunteers who support our services. She is now working with Penrith City Council on their Covid Recovery Task Force with the Mayor and Deputy Mayor and other community services. Before Nepean Food Services

Ditte has worked as a PR consultant and Manager for Lotto Management Services before it was taken over by the State Government.

She has also worked in PR and marketing for a real estate agent and for a short time for the local Member of the State Government.



Sharon Lawrence

*B.HSc (Nutrition & Dietetics),
Cert IV Training and
Assessment, Grad Cert
Clinical Redesign*



Sharon has been a Board member since 2016. She is an Accredited Practising Dietitian with 25 years' experience working with and advocating for the nutritional wellbeing of Older Australians in community and hospital settings in regional and rural areas.

Sharon has represented Dietitians Australia on numerous commonwealth committees including the Commonwealth Home Support Program Meal Review Committee, the redesign of the certificate IV in Ageing Support, My Aged Care Co-design Workshops and the National Aged Care Alliance. Further to this, was instrumental in the development of National Meal Guidelines and more recently was Dietitians Australia witness at the Royal Commission into Aged Care Quality and Safety on the topic of nutrition and hydration.

Julie Logan

Julie has been a board member since 2015.

She has managed Wagga Wagga Meals On Wheels since 2001. She is passionate about sustaining community services to improve the health and wellbeing of all community members.

She recognises the importance of ongoing viability of services and the valuable role a good peak body contributes. She also manages Easy Lifestyle Home Care, which currently runs more than 30 home care packages in a local retirement village.



Les MacDonald

B.Com (econ); MBA

Les has been CEO of Meals on Wheels NSW Ltd. since 2002, and Chairman of Community Underwriting Agency Ltd.



He is the former CEO of the NSW Maritime Services Board and of UnitingCare NSW and was Deputy Secretary of the NSW Health Department and Advisor to the CEO of the State Rail Authority amongst other senior Executive roles in strategic planning and Federal Government finance and policy regarding the Media and Posts and Telecommunications. He has also held board and government advisory positions in Public Hospitals, Medical Research, Health Insurance, Public Transport and Community Housing.

Therese Ravell

Director/Principal Consultant, Impact HR consulting.

21 years experience as an innovative Human Resource Strategist, Volunteer member of the board and held various positions in many NFP organisations



Clayton Sippel

Diploma of Art (Graphic Design), Diploma of Nursing, Cert IV Leadership and Management

Clayton has been a Board Member since 2017. He is the Chief Executive Officer of Open Arms Care Incorporated, a not-for-profit organisation specialising in aged care, disability support services and early childhood education.

With more than fifteen years' experience in health and aged care, his nursing background has fostered a passion and focus on improving the delivery of high standard person-centred care through innovative change and efficiencies.



Rod Young

Rod has more than thirty years experience working in the health and aged care industries. His experience includes, ten years in health service management and thirteen years in aged care. His most recent role was as CEO of Aged Care Association Australia.

During his career Rod has had extensive experience in managing complicated infrastructure projects, managing a teaching hospital complex, working on health systems re-design, developing health and aged care policy reform.

He has a Bachelor of Law from UNSW and a Bachelor of Health Services Management also from UNSW. He has during his time as, CEO Aged Care Association had an ongoing and active involvement in the development of IT in the seniors environment, including being the founder of the Aged Care Industry IT Council. He is a member of the Ministerial Advisory Committee on Ageing NSW and an ongoing member of the Aged Care Industry IT Council.



Treasurer's report

It is with pleasure that I present the Meals on Wheels NSW annual finance report to 30th June 2020.

Most members will have to agree with me when I say that 2020 has not been an easy year to operate our business.

We seem to overcome one disaster, only to turn around and have to deal with another disaster.

Our State started the year in drought, moved onto horrific fires with people being evacuated to town centres and 100's of homes being lost. More recently we have had floods with towns being isolated with flood waters and no access from main roads, and now the Coronavirus that has not only affected our State, but nearly brought our Country to a stand still.

It has been like a continuous brewing of the perfect storm.

Despite everything that has been thrown our way this year, Meals on Wheels services have continued to not only support our elderly clients, but to deliver meals as normal throughout the State.

What a great achievement, well done to all our member services.

The corona virus has disrupted our daily lives and our work environment has had to change to help control the spread of the disease.

As a registered charity with the required 15% drop in income we were in a position to take up the Federal Government cash stimulus program of \$50,000.00. By meeting this criteria, we were also eligible to take up the job keeper subsidy for staff wages.

These funds are outside our normal Federal funding and therefore do not form part of our required annual acquittal of Government funding.

In addition to the Coronavirus cash stimulus and Job Keeper subsidies, we received a bequest during the year for \$65,000.00, and our annual donation from our insurance investment has exceeded expectations.

All resulting in a healthy financial outcome.

The current tenant in our investment property will be vacating the premises and due to the low rental market demand at present, the board has elected to take the opportunity to carry out alterations as soon as possible.

The development application has recently been approved by Council, so work can soon commence.

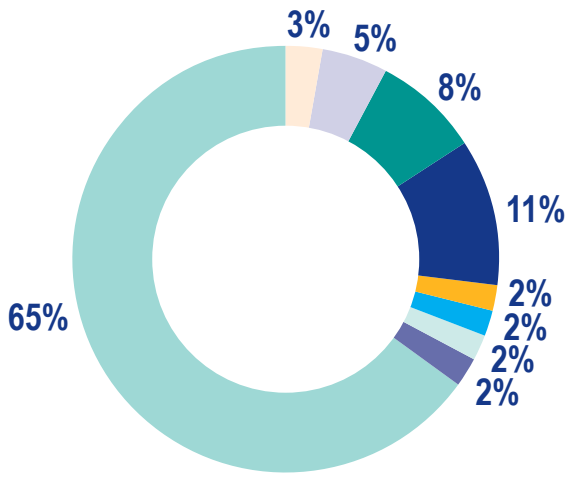
Our future operations as a result of the Coronavirus could result in a different work environment for staff, who could work more from home, reducing the size required for our offices.

Although operating on a tight budget and during stressful times, our staff managed to operate within the budget, resulting with a healthy financial report.

I would like to acknowledge the work of our General Manager, Corporate Services Puvana Thillai Nadesan, and a big thank you for all your ongoing support from the Finance Committee.

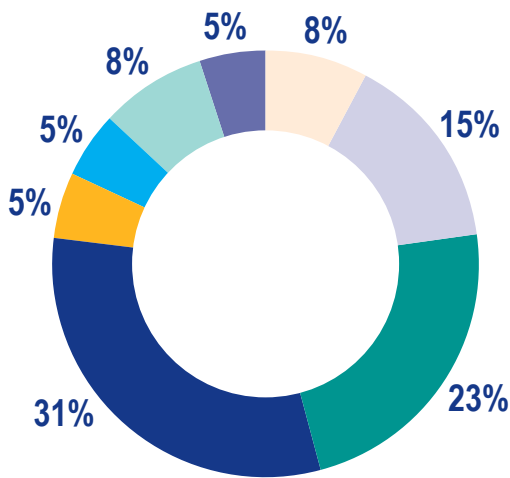
Carolyn McColl

Hon. Treasurer



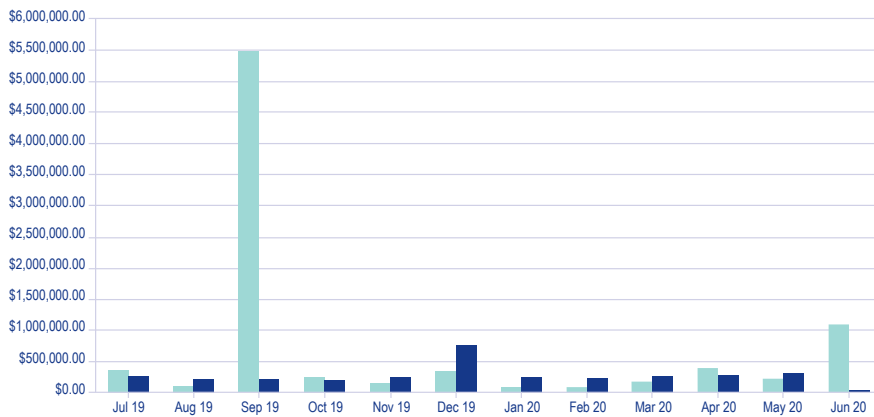
Income distribution (including sale of property)

- Donations and Sponsorship
- Fund Raising – Raffle-net
- Funding Govt
- Insurance
- Interest & Investments
- Memberships & Police checks
- NSW Justice grant
- JobKeeper cash boost
- Property sale



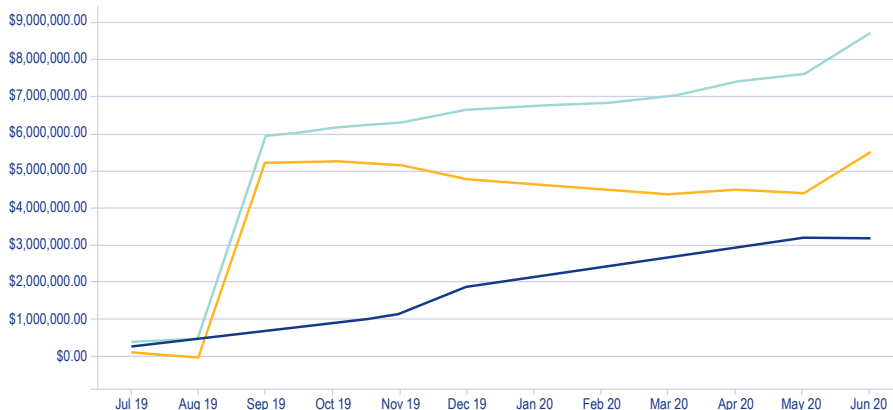
Income distribution (excluding sale of property)

- Donations and Sponsorship
- Fund Raising – net
- Funding Govt & Grants
- Insurance donations
- Interest & Investments
- Memberships & Police checks
- Other JobKeeper cash boost
- Property leasing



Incomes and expenses

- Income
- Expenses



Cumulative income, expenses and P/L

- Income
- Expenses
- Profit

Financial Statements

For the year ended 30 June 2020

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Meals on Wheels NSW Ltd

Directors' Report

for the year ended 30 June 2020

Your directors present this report on the company for the financial year ended 30 June 2020.

Directors

The names of each person who has been a director during the year and to the date of this report are:

NAME	POSITION
Carolyn McColl	Treasurer
Chris Watt	President
Clayton Sippel	Director
Damien Isaacs	Director (<i>since October 2019</i>)
Ditte Kozak	Director
Graeme Berwick	Director
Julie Logan	Director
Rodney Young	Director (<i>since October 2019</i>)
Roger Morris	Secretary
Sharon Lawrence	Director
Sheryl Garner	Vice President
Therese Ravell	Director

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Principal Activities

The principal activities of the company during the financial year was to build the capacity of a network of selfmanaged community organisations. No significant changes in the nature of the Company's activity occurred during the financial year.

Short-term and Long-term Activities

The company's short term objectives are to:

- Lobbying Government on behalf of Member Services for the continuation of block funding beyond 2020
- Attraction and retention of volunteers
- Financial stability through reduction in the reliance of government funding
- Support Member Food Services to provide better nutritional meals to clients

The company's long term objectives are to:

- Roll out strategic planning process based on the scenarios
- Support Member Food Services to provide better nutritional meals to clients
- Become self sufficient financially

Meals on Wheels NSW Ltd

Directors' Report

for the year ended 30 June 2020

Strategies

To achieve its stated objectives, the company has adopted the following strategies:

- Continuous engagement with the funding body and government officials at state level as well as National level through AMOWA
- Explore additional income streams
- Participation and collaboration with those who share our purpose
- Attraction and retention of volunteers by use of technology, marketing different models, share stories
- Include skills knowledge transfer to the NSO's and respond to the requests of members – scenario planning

Key Performance Measures

- Net working at State and National Conferences, Regional Forums
- Surveys
- Financial results

Information on Directors

Damien Isaacs

Qualifications 20 years experience in hospitality
Experience General Manager – Newcastle Meals on Wheels, 10 years Community Services Experience.

Ditte Kozak

Qualifications Qualified Food Auditor
Experience Manager, Nepean Food Service. Previously worked for Lotto Management Service in Sales and Marketing

Carolyn McColl

Qualifications System Analyst/Independent Book Keeper, Certificate IV Workplace Assessment and Training
Experience 16 years local Government Finance and IT
7 years Manager 62 bed Nursing Home
21 years small business owner/operator.
Consultant – bookkeeper, finance, statutory requirements, Governance
31 years community volunteer
19 years director BVMOW – positions held treasurer, secretary, current chairman
5 years director NSWMOW State Peak body – positions held treasurer, chairman
Finance & Risk Committee, coordinator Governance committee.

Rodney Young

Qualifications LLB, BHSM, MAICD, ACHSM
Experience CEO of Aged Care Association for 12 years, health systems management and aged care policy. He was the founder and is a member of the Aged Care Industry IT Council (ACIITC) and Chair of the ITAC (IT in Aged Care) National Technology Conference.
Rod is a member of the Ministerial Advisory Committee on Ageing, NSW.

Meals on Wheels NSW Ltd

Directors' Report

for the year ended 30 June 2020

Sheryl Garner

Qualifications	Certificate IV in Community Services Certificate IV in Training & Assessment Statement: Understanding Dementia Statement: LGBTI Aged Care Training Certificate in Marketing Justice of the Peace 123708 Statement of Attainment: FNB30199 Certificate III in Financial Services Statement of Attainment: FNBASC01A: Establish Client Relationships & Analyse Needs, FNBASCO2A: Develop, Present and Negotiate Client Solutions Currently undertaking training in: Diploma of Leadership & Management (TAFE) Currently undertaking University in: Bachelor of Dementia (Year 1)
Experience	19 Years experience with Meals On Wheels 17 years experience with National Australia Bank 6 years experience with ANZ Bank

Julie Logan

Qualifications	Advanced Diploma in Management, Lead Food Safety Auditor, Certificate IV in Materials Management/Business-Frontline Management, Management Systems Auditing
Experience	<ul style="list-style-type: none">• Service Manager for 18 years, Wagga Wagga MOW,• President or Vice President of Turvey Park Girl Guides for many years• Past Chairperson of Riverina Murray Food Services

Therese Ravell

Qualifications	Director/Principal Consultant, Impact HR consulting
Experience	21 years experience as an innovative Human Resource Strategist, Volunteer member of the board and held various positions in many NFP organisations

Chris Watt

Qualifications	Diploma of Business Management Food safety supervisor
Experience	Extensive background in Commercial banking and within the credit union industry at a management level. Former President of Tweed Community Support. Manager Tweed Community Support Acting Vice President/Board Member with AMOWA.

Graeme Berwick

Qualifications	MBA from Macquarie University, a Diploma of Financial Services (Ins Broking) and a Fellow of the Australian and New Zealand Institute of Insurance and Finance.
Experience	More than 30 years' experience in the financial services sector, both in Australia and internationally. Currently Executive Director of Community Underwriting Agency as well as Director of specialist insurance and reinsurance consulting businesses.

Meals on Wheels NSW Ltd

Directors' Report

for the year ended 30 June 2020

Sharon Lawrence

Qualifications	<ul style="list-style-type: none"> • Bachelor of Health Science (Nutrition and Dietetics), University of Newcastle, 1994 • Certificate IV in Training and Assessment, Hunter TAFE, 2012 • Graduate Certificate (Clinical Redesign), University of Tasmania, 2018
Experience	<p>24 years' experience in clinical, community and food service Dietetics as well as management.</p> <ul style="list-style-type: none"> • Dietitians Association of Australia Representative on the: <ul style="list-style-type: none"> • National Aged Care Alliance (2013 – current) • Project steering group for the development of National Meal Guidelines (2016 – 2017) • National Aged Care Alliance Ageing and Disability Interface Internal Working Group (2013 – present) • Community Services & Health Industry Skill Council HACC Subject Matter Expert Group (2013 – 2015) • Commonwealth Home Support Program Meal Review Sub-Group (2013 – 2014)

Roger Morris

Qualifications	BA MLitt Med PhD NSW Teachers' Cert Grad Dip Ad Ed JP
Experience	Public School Teacher, Teachers' College Lecturer, University Associate Professor

Clayton Sippel

Qualifications	<ul style="list-style-type: none"> • Diploma in Graphic Design • Diploma in Nursing • Certificate IV in Leadership & Management
Experience	<ul style="list-style-type: none"> • Small Business Owner Operator • Senior management experience in human resource and financial • Nursing • Aged Care Services • Disability Services

Meetings of Directors

During the financial year, 6 meetings of directors were held. Attendances by each director were as follows:

DIRECTORS' MEETINGS		
Name	Number eligible to attend	Number attended
Carolyn McColl	6	6
Chris Watt	6	5
Clayton Sippel	6	6
Colleen Fuller	1	0
Damien Isaacs	5	4
Ditte Kozak	6	5
Graeme Berwick	6	4
Julie Logan	6	5
Peter Scorgie	1	1
Rodney Young	5	4
Roger Morris	6	6
Sharon Lawrence	6	4
Sheryl Garner	6	6
Therese Ravell	6	5

Meals on Wheels NSW Ltd

Directors' Report

for the year ended 30 June 2020

Members' Guarantee

The company is incorporated under the *Corporations Act 2001* and is a company limited by guarantee. If the company is wound up, the constitution states that each member must contribute an amount not more than \$1 for associate members and not more than \$2 for full members towards meeting any obligations of the company. At 30 June 2020, the number of members was 150 (2019:155)

Auditor's Independence Declaration

The lead auditor's independence declaration in accordance with section 307C of the *Corporations Act 2001*, for the year ended 30 June 2020 has been received and is attached in the financial report.

Signed in accordance with a resolution of the Board of Directors.

Director: 
Chris Watt

Director: 
Carolyn McColl

Dated this 14th day of September 2020

AUDITOR'S INDEPENDENCE DECLARATION

To the Directors of Meals on Wheels NSW Ltd

In accordance with the requirements of section 60-40 *Australian Charities and Not-for-profits Commission Act 2012*, as lead auditor of Meals on Wheels NSW Ltd for the year ended 30 June 2020,

I declare that, to the best of my knowledge and belief, there have been:

- a) no contraventions of the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit, and
- b) no contraventions of any applicable code of professional conduct in relation to the audit.

Kelly Partners (South West Sydney) Partnership



Daniel Kuchta

Registered Auditor Number 335565

Campbelltown

Dated this 14th day of September 2020

Kelly Partners (South West Sydney) Audit Partnership ABN 74 977 815 661
Suites 7-8 Kellicar Lane, Macarthur Square, 200 Gilchrist Drive, Campbelltown NSW 2560
PO Box 417, Campbelltown NSW 2560

T +61 2 4625 7711 **E** southwestsydney@kellypartners.com.au **W** kellypartners.com.au

Liability limited by a scheme approved under Professional Standards Legislation

Meals on Wheels NSW Ltd

Statement of Comprehensive Income

for the year ended 30 June 2020

	Note	2020 \$	2019 \$
Revenue		8,722,096	3,046,815
Administrative expenses		(1,653,180)	(1,416,669)
Depreciation	3	(153,126)	(77,348)
Employee benefit expense		(1,558,599)	(1,426,929)
Other expenses	3	153,126	77,348
Surplus/(deficit) before and income tax		5,510,317	203,217
Income tax expense		-	-
Net surplus/(deficit) after income tax		5,510,317	203,217
Comprehensive income			
Other comprehensive income		-	-
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income for the year		5,510,317	203,217
Total comprehensive income attributable to members of the entity		5,510,317	203,217

The accompanying notes form part of these financial statements.

Meals on Wheels NSW Ltd

Statement of Financial Position

for the year ended 30 June 2020

	Note	2020 \$	2019 \$
CURRENT ASSETS			
Cash and cash equivalents	4	1,398,465	1,305,956
Trade and other receivables	5	1,054,532	1,038,580
Inventories	6	25,693	27,242
Other assets	7	1,011	930,026
Total current assets		2,479,701	3,301,804
NON CURRENT ASSETS			
Other financial assets	8	988	789
Property, plant and equipment	9	8,570,275	1,081,176
Investment properties	10	-	1,024,374
Total non current assets		8,571,263	2,106,339
Total assets		11,050,964	5,408,144
CURRENT LIABILITIES			
Trade and other payables	11	316,627	254,079
Provisions	12	307,349	238,661
Total current liabilities		623,976	492,740
NON CURRENT LIABILITIES			
Provisions	12	52,403	51,135
Total non current liabilities		52,403	51,135
Total liabilities		676,379	543,875
Net assets		10,374,586	4,864,269
Represented by			
EQUITY			
Retained surplus		10,374,586	4,864,269
Total equity		10,374,586	4,864,269

The accompanying notes form part of these financial statements.

Meals on Wheels NSW Ltd
Statement of Changes in Equity
for the year ended 30 June 2020

	Retained Surplus \$	Total Equity \$
Balance as at 1 July 2018	4,661,052	4,661,052
Surplus/(deficit) attributable to members	203,217	203,217
Balance as at 30 June 2019	4,864,269	4,864,269
Surplus/(deficit) attributable to members	5,510,317	5,510,317
Balance as at 30 June 2020	10,374,586	10,374,586

The accompanying notes form part of these financial statements.

Meals on Wheels NSW Ltd

Statement of Cash Flows

for the year ended 30 June 2020

	Note	2020 \$	2019 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		2,862,699	2,462,209
Payments to suppliers and employees		(2,365,196)	(3,508,167)
Investment income received		10,950	16,690
Donations received		235,114	92,513
Interest received		21,554	46,124
Receipt from grants		661,018	642,764
Net cash provided by operating activities	13(b)	1,426,139	(247,868)
CASH FLOWS FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		7,250,000	36,000
Purchase of property, plant and equipment		(8,583,431)	(107,910)
Payment for available for sale investments		(199)	(177)
Net cash used in investing activities		(1,333,630)	(72,087)
Net increase in cash and cash equivalents held		92,509	(319,955)
Cash and cash equivalents at beginning of financial year		1,305,956	1,625,911
Cash and cash equivalents at end of financial year	13(a)	1,398,465	1,305,956

The accompanying notes form part of these financial statements.

Meals on Wheels NSW Ltd

Notes to the Financial Statement

for the year ended 30 June 2020

Basis for Preparation

Meals on Wheels NSW Ltd applies Australian Accounting Standards - Reduced Disclosure Requirements as set out in AASB 1053: Application of Tiers of Australian Accounting Standards.

The financial statements are general purpose financial statements that has been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements of the Australian Accounting Standards Board (AASB) and the *Australian Charities and Not-for-profits Commission Act 2012*. The company is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of the financial statements are presented below and have been consistently applied unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

Accounting Policies

(a) Revenue

Revenue is recognised when the amount of the revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the Company and specific criteria relating to the type of revenue as noted below, has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

Revenue is recognised on transfer of goods to the customer as this is deemed to be the point in time when risks and rewards are transferred and there is no longer any ownership or effective control over the goods.

Interest is recognised using the effective interest method.

Grant revenue is recognised in the statement of profit or loss and other comprehensive income when the entity obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise

Meals on Wheels NSW Ltd receives non reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in the statement of profit

Investment property revenue is recognised on a straight line basis over a period of the lease term so as to reflect a constant periodic rate of return on the net investment.

Meals on Wheels NSW Ltd

Notes to the Financial Statement

for the year ended 30 June 2020

NOTE 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

Revenue from the provision of membership subscriptions is recognised on a straight-line basis over the financial year.

Other income is recognised on an accruals basis when the company is entitled to it.

All revenue is stated net of the amount of goods and services tax (GST).

(b) Inventories

Inventories held for sale are measured at the lower of cost and net realisable value.

Financial Instruments

Recognition, initial measurement and derecognition

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions of the financial instrument, and are initially recognised at fair value adjusted by transactions costs, except for those carried at fair value through the profit or loss, which are measured initially at fair value. Subsequent measurement of financial assets and financial liabilities is described below.

Financial assets are derecognised when the contractual rights to the cash flows from the financial asset expire, or when the financial asset and all subsequent risks and rewards are transferred. A financial liability is derecognised when it is extinguished, discharged, cancelled or expires.

Classification and subsequent measurement of financial assets

Except for those trade receivables that do not contain a significant financing component and are measured at the transaction price, all financial assets are initially measured at fair value adjusted for transaction costs (where applicable).

For the purpose of subsequent measurement, financial assets other than those designated and effective as hedging instruments are classified into the following categories upon initial recognition:

- amortised cost
- fair value through profit or loss (FVPL)

All income and expenses relating to financial assets that are recognised in profit or loss are presented within finance costs, finance income or other financial items, except for impairment of trade receivables which is presented within other expenses.

Classifications are determined by both:

- the entity's business model for managing the financial asset
- the contractual cash flow characteristics of the financial assets

All income and expenses relating to financial assets that are recognised in profit or loss are presented within finance costs, finance income or other financial items, except for impairment of trade receivables, which is presented within other expenses.

Meals on Wheels NSW Ltd

Notes to the Financial Statement

for the year ended 30 June 2020

NOTE 1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

Subsequent measurement financial assets

(i) Financial assets at amortised cost

Financial assets are measured at amortised cost if the assets meet the following conditions (and are not designated as FVPL):

- they are held within a business model whose objective is to hold the financial assets and collect its contractual cash flows.
- the contractual terms of the financial assets give rise to cash flows that are solely payments of principal and interest on the principal amount outstanding.

After initial recognition, these are measured at amortised cost using the effective interest method. Discounting is omitted where the effect of discounting is immaterial. The entity's cash and cash equivalents, trade and most other receivables fall into this category of financial instruments as well as long-term deposits.

(ii) Classification and measurement of financial liabilities

The entity's financial liabilities include trade and other payables.

Financial liabilities are initially measured at fair value, and, where applicable, adjusted for transaction costs unless the entity designated a financial liability at fair value through profit or loss.

Subsequently, financial liabilities are measured at amortised cost using the effective interest method.

(c) Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost or fair value as indicated less, where applicable, any accumulated depreciation and any impairment losses.

Freehold property

Freehold land and buildings are shown at cost less, where applicable, any accumulated depreciation and any impairment losses.

Plant and equipment

Plant and equipment are measured on the cost basis and are therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event the carrying amount of plant and equipment is greater than its estimated recoverable amount, the carrying amount is written down immediately to its estimated recoverable amount and impairment losses recognised either in profit or loss or as a revaluation decrease if the impairment losses relate to a revalued asset. A formal assessment of recoverable amount is made when impairment indicators are present.

Depreciation

The depreciable amount of all fixed assets, including buildings and capitalised lease assets but excluding freehold land, is depreciated on a straight-line basis over the asset's useful life commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable assets are:

Class of Fixed Asset	Depreciation Rate
Buildings	2.50%
Furniture, Fixtures & Fittings (investment property)	12.50%
Furniture, Fixtures & Fittings	20% - 33.3%
Motor Vehicles	20.00%

Meals on Wheels NSW Ltd

Notes to the Financial Statement

for the year ended 30 June 2020

NOTE 1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

The assets' residual values and useful lives are reviewed and adjusted, if appropriate, at the end of each reporting period.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the statement of comprehensive income. When revalued assets are sold, amounts included in the revaluation relating to that asset are transferred to retained earnings.

(d) Leases

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset (but not legal ownership) are transferred to the company, are classified as finance leases.

Finance leases are capitalised by recognising as asset and a liability at the lower of the amounts equal to the present value of the minimum lease payments, including any guaranteed residual values.

Lease assets are depreciated on a straight-line basis over their estimated useful lives where it is likely that the entity will obtain ownership of the asset. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments for operating leases, where substantially all the risk and benefits remain with the lessor, are recognised as expenses on a straight-line basis over the lease term.

Lease incentives under operating leases are recognised as a liability and amortised on a straight-line basis over the life of the lease term.

(e) Impairment of Assets

At the end of each reporting period, the company assesses whether there is any indication that an asset may be impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised immediately in profit or loss, unless the asset is carried at a revalued amount in accordance with another Standard (eg in accordance with the revaluation model in AASB 116). Any impairment loss of a revalued asset is treated as a revaluation decrease in accordance with that other Standard.

Where it is not possible to estimate the recoverable amount of an individual asset, the company estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Impairment testing is performed annually for goodwill and intangible assets with indefinite lives.

(f) Employee Benefits

Provision is made for the company's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may not satisfy any vesting requirements. Those cash flows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cash flows.

Meals on Wheels NSW Ltd

Notes to the Financial Statement

for the year ended 30 June 2020

NOTE 1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

Contributions are made by the company to an employee superannuation fund and are charged as expenses when incurred.

(g) Cash and cash equivalents

Cash and cash equivalents include cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities in the statement of financial position.

(h) Trade and Other Payables

Trade and other payables represent the liabilities for goods and services received by the company during the reporting period that remain unpaid at the end of the reporting period. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

(i) Goods & Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

(j) Income Tax

No provision for income tax has been raised as the entity is exempt from income tax under Div 50 of the *Income Tax Assessment Act 1997*.

(k) Provisions

Provisions are recognised when the company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

(l) Comparative Figures

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

(m) Critical Accounting Estimates and Judgements

The directors evaluate estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

Meals on Wheels NSW Ltd

Notes to the Financial Statement

for the year ended 30 June 2020

NOTE 1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

(n) Fundraising Activities

Charitable Fundraising Act 1991

This Act and supporting Charitable Fundraising Regulation prescribes the manner in which fundraising appeals are conducted, controlled and reported in NSW. The amounts shown in note are in accordance with Authority Condition 7, which is issued to the company under section 19 of the Act and economic data, obtained both externally and within the company.

Donations and Bequests

Donations and bequests are returned as income and only when received at the company's administration officers or deposited to the company's bank account. As specified in the Act, unsolicited donations, members' donations and bequests are not treated as fundraising income when determining information required under the Act. They are treated as gifts under the tax legislation and deposited in the Gift Fund bank account

Cost of Fundraising

Costs used in Note 20 include all direct fundraising costs, is discretionary. Indirect costs excluded, include overheads such as the time spent by accounting or office staff administrating appeals, cost apportionment of rent, light and power, and insurance. Exclusion of the indirect costs decreases the cost of fundraising and increases the margins from fundraising shown in note.

Meals on Wheels NSW Ltd

Notes to the Financial Statement

for the year ended 30 June 2020

	2020	2019
	\$	\$
NOTE 2 REVENUE		
Advertising & marketing - services contributions	-	7,000
Administration fees received	11,832	-
Car parking income	-	13,928
Car reimbursements	-	1,400
Donations and bequests	235,114	92,513
Fundraising	957,453	957,806
Government funding - DSS	661,018	642,763
Insurance commission (donated from associated entity)	897,753	706,368
Lease income	138,363	131,997
Memberships	132,499	137,070
Grant - NSW Government, Justice	173,400	78,715
Other income - Jobkeeper & Cashboost	167,000	-
State Conference income	7,682	163,733
Sales - promotional goods	9,098	18,042
Sales - publications	3,592	5,221
Sundry income	4,493	843
	<u>3,399,296</u>	<u>2,957,398</u>
Other income		
Gain on disposal of asset	5,290,295	26,602
Interest received (other)	21,554	46,124
Interest received (investments)	10,950	16,690
	<u>5,322,799</u>	<u>89,417</u>
Total revenue and other income	<u>8,722,096</u>	<u>3,046,815</u>
NOTE 3 PROFIT FOR THE YEAR		
Profit before income tax expense has been determined after:		
Depreciation	<u>153,126</u>	<u>77,348</u>
Depreciation investment property	<u>5,875</u>	<u>35,250</u>
Fundraising	<u>569,936</u>	<u>563,748</u>
Rent	<u>132,750</u>	<u>-</u>
Property purchase costs	<u>69,845</u>	<u>-</u>

Meals on Wheels NSW Ltd

Notes to the Financial Statement

for the year ended 30 June 2020

	2020	2019
	\$	\$
NOTE 4 CASH AND CASH EQUIVALENTS		
Cash on hand	500	500
Cash at bank	807,226	182,203
Term deposits	590,739	1,123,252
	<u>1,398,465</u>	<u>1,305,956</u>
NOTE 5 TRADE AND OTHER RECEIVABLES		
Current		
Trade receivables	13,068	12,686
GST receivable	7,464	15,123
Loan receivable - Community Underwriting Australia Pty Ltd	150,000	300,000
Other receivables	884,000	710,771
	<u>1,054,532</u>	<u>1,038,580</u>
NOTE 6 INVENTORIES		
At cost:		
Stock on hand	25,693	27,242
	<u>25,693</u>	<u>27,242</u>
NOTE 7 OTHER ASSETS		
Term deposits	-	910,878
Prepayments	1,011	19,148
	<u>1,011</u>	<u>930,026</u>
NOTE 8 OTHER FINANCIAL ASSETS		
Available for sale financial assets		
Unlisted investment - shares in controlled entities - at cost	988	789
	<u>988</u>	<u>789</u>

Available for sale financial assets comprise of an investment in Community Underwriting Agency Pty Ltd. Meals on Wheels NSW Ltd is the majority shareholder.

Meals on Wheels NSW Ltd

Notes to the Financial Statement

for the year ended 30 June 2020

	2020 \$	2019 \$
NOTE 9 PROPERTY, PLANT & EQUIPMENT		
Buildings - at cost	8,568,213	1,452,044
Less Accumulated depreciation	(108,323)	(504,788)
	<u>8,459,889</u>	<u>947,256</u>
Total property	8,459,889	947,256
Furniture, fixtures & fittings - at cost	206,166	190,948
Less Accumulated depreciation	(175,727)	(157,209)
	<u>30,438</u>	<u>33,739</u>
Motor vehicles - at cost	101,179	101,179
Less Accumulated depreciation	(21,233)	(997)
	<u>79,946</u>	<u>100,182</u>
Furniture & equipment (investment property) - at cost	-	17,586
Less Accumulated depreciation	-	(17,586)
	<u>-</u>	<u>-</u>
Total plant and equipment	110,385	133,921
Total property, plant and equipment	8,570,275	1,081,176

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Buildings	Furniture, fixtures & fittings	Motor vehicles	Furniture & equipment (investment property)	Total
Opening Balance	947,256	33,739	100,182	-	1,081,176
Additions	8,568,212	15,217	-	-	8,583,429
Disposals	(941,206)	-	-	-	(941,206)
Depreciation	(114,373)	(18,518)	(20,236)	-	(153,127)
Revaluation	-	-	-	-	-
Closing Balance	<u>8,459,889</u>	<u>30,438</u>	<u>79,946</u>	<u>-</u>	<u>8,570,275</u>

NOTE 10 INVESTMENT PROPERTIES

Investment property - at cost	-	1,410,000
Less Accumulated depreciation	-	(385,626)
	<u>-</u>	<u>1,024,374</u>

The investment property is carried at cost less accumulated depreciation. It is depreciated on a straight-line basis at a rate of 2.50% per annum. The investment property was purchased 23 July 2008. It is located at Lot 8 and 9, Level 4, 80 Cooper Street SURRY HILLS NSW 2010 and was sold during the year.

Meals on Wheels NSW Ltd

Notes to the Financial Statement

for the year ended 30 June 2020

	2020	2019
	\$	\$
NOTE 11 TRADE AND OTHER PAYABLES		
Current		
Trade payables	28,425	59,385
Accrued expenses	121,661	87,315
Other payables	2,101	3,553
Income in advance	107,542	85,150
PAYG withholding	56,897	18,676
	316,627	254,079
NOTE 12 PROVISIONS		
Current		
Provision for Annual leave	146,453	112,408
Provision for Long service leave	160,896	126,253
	307,349	238,661
Non Current		
Provision for Long service leave	52,403	51,135
	52,403	51,135
NOTE 13 CASH FLOW INFORMATION		
(a) Reconciliation of Cash		
	Note	
Cash on hand	5	500
Cash at bank	5	807,226
Term deposits	5	590,739
		1,398,465
		1,305,956
(b) Reconciliation of Cash Flow from Operations with Surplus/(Deficit) after Income Tax		
Surplus/(deficit) after income tax		5,510,317
Non-cash flows		203,217
Depreciation		159,000
Loss/(gain) on disposal of asset		(5,290,295)
Changes in assets and liabilities		
(Increase)/decrease in receivables		(15,953)
(Increase)/decrease in inventories		1,549
(Increase)/decrease in other assets		929,016
(Decrease)/increase in payables		62,549
(Decrease)/increase in other payables		-
(Decrease)/increase in provisions		69,956
Cash flows generated by operating activities		1,426,139
		(247,868)

Meals on Wheels NSW Ltd

Notes to the Financial Statement

for the year ended 30 June 2020

NOTE 14 CONTINGENT LIABILITIES AND CONTINGENT ASSETS

Meals on Wheels NSW Ltd has no contingent liabilities and contingent assets at balance date.

NOTE 15 KEY MANAGEMENT PERSONNEL REMUNERATION

The total remuneration paid to key management personnel of the Company is \$732,280 (2019: \$724,855).

NOTE 16 RELATED PARTY TRANSACTIONS

Transactions between related parties are on normal commercial terms and conditions are no more favourable than those available to other persons unless otherwise stated. Related party transactions are as follows:

During the year ended 30 June 2020, Meals on Wheels NSW Ltd, engaged Community Underwriting Agency Pty Ltd for which director, Graeme Berwick acts as director, to provide assistance in their business insurance requirements.

NOTE 17 EVENTS AFTER BALANCE DATE

No matters or circumstances has arisen since 30 June 2020 that significantly affected, or may significantly affect Meals on Wheels NSW Ltd operations, the result of those operations, or the state of affairs in future years.

Meals on Wheels NSW Ltd

Notes to the Financial Statement

for the year ended 30 June 2020

	2020 \$	2019 \$
NOTE 18 FUNDRAISING INCOME AND EXPENSES		
Gross proceeds from fundraising appeals	957,453	957,806
Less: total costs of fundraising	<u>(569,936)</u>	<u>(563,748)</u>
Net surplus from fundraising	<u>387,517</u>	<u>394,058</u>
Direct costs		
Contact charges	<u>(569,936)</u>	<u>(563,748)</u>
Total costs of fundraising	<u>(569,936)</u>	<u>(563,748)</u>

Information on material matters

Gross results, and the results of appeals, achieved the target returns under the *Charitable Fundraising Act*. Note 1 Statement of Significant Accounting Policies provides further details.

Application of funds for charitable purposes

During the year, the Company achieved a net surplus of \$387,517 (2019: \$394,058) from fundraising activities defined under the *Charitable Fundraising Act*. The fundraising surplus was used to assist the Company with the provision of its services.

NOTE 19 GROSS COMPARISONS

		2020 %	2019 %
Total cost of fundraising /			
Gross proceeds from fundraising	569,936 / 957,453	60	59
Net surplus from fundraising /			
Gross proceeds from fundraising	387,517 / 957,453	40	41
Total cost of fundraising /			
Total expenditure	569,936 / 3,210,779	18	20
Total cost of fundraising /			
Total income	569,936 / 8,721,096	7	19

NOTE 20 COMPANY DETAILS

The registered office & principal place of business of the company is:

Level 4, 72-80 Cooper Street
SURRY HILLS NSW 2010

Meals on Wheels NSW Ltd


Directors' Declaration

for the year ended 30 June 2020

The directors of the registered entity declare that, in the directors' opinion:

1. The financial statements and notes are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, and
 - a. comply with Accounting Standards - Reduced Disclosure Requirements; and
 - b. give a true and fair view of the financial position of the registered entity as at 30 June 2020 and of its performance for the year ended on that date.
2. There are reasonable grounds to believe that the registered entity will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with subs 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Director: 
Chris Watt

Director: 
Carolyn McColl

Dated this 14th day of September 2020

Meals on Wheels NSW Ltd

Declaration under the Charitable Fundraising Act

for the year ended 30 June 2020

I, Chris Watt, director of Meals on Wheels NSW Ltd declare that in my opinion:

- a. the financial statements give a true and fair view of all income and expenditure of the Meals on Wheels NSW Ltd with respect to fundraising appeals;
- b. the statement of financial position gives a true and fair view of the state of affairs with respect to fundraising appeals;
- c. the provisions of the Charitable Fundraising Act 1991, the Regulations under the Act and the conditions attached to the authority have been complied with; and
- d. the internal controls exercised by Meals on Wheels NSW Ltd are appropriate and effective in accounting for all income received and applied by Meals on Wheels NSW Ltd from any of its fundraising appeals.

Director:



Chris Watt

Dated this 14th day of September 2020

**INDEPENDENT AUDIT REPORT
TO THE MEMBERS OF MEALS ON WHEELS NSW LTD**

Opinion

We have audited the financial report of Meals on Wheels NSW Ltd which comprises the statement of financial position as at 30 June 2020, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of Meals on Wheels NSW Ltd is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- a) giving a true and fair view of the company's financial position as at 30 June 2020 and of its financial performance for the year then ended; and
- b) complying with Australian Accounting Standards - Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Regulation 2013*.

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 Financial Report* section of our report. We are independent of the Company in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of the Directors for the Financial Report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Kelly Partners (South West Sydney) Partnership



Daniel Kuchta

Registered Auditor Number 335565

Meals on Wheels NSW is
jointly funded by



nswmealsonwheels.org.au

