



Meals on Wheels Griffith

GRIFFITH MEALS ON WHEELS INC

ANNUAL REPORT 2016-2017



More than just a meal



www.griffithmealsonwheels.net.au



Griffith Meals on Wheels Inc.

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Co-Ordinator

Charmaine Ceccato

Co-Ordinator

Keith Brown

Volunteer Administration

Management Committee Current:**Dino Zappacosta**

President

Ester Hookey

Vice President

Kevin Bradford

Public Officer

Keith Brown

Treasurer

Kelly Yardley

Secretary

Dennis Pasin**Nicole Dehnert****Christine Stead****Gordon McCaw****Michael Sheehan****Ricky Chugha**

Our Objectives

The objectives pursued by Griffith Meals on Wheels Inc. are:

- to assist people who are frail aged and/or have a disability to live with independence and dignity
- to assist people who are frail aged or disabled can remain in their own home;
- to support family or other primary caregivers are supported in their role;
- to ensure the agency operates in an effective, efficient and accountable manner.

Our vision

The vision of Griffith Meals on Wheels program is to assist frail older people living in the community to maximize their independence and to remain at home as long as they can and wish to do so. Griffith Meals on wheels provides an efficient, effective service which is underpinned by a strong focus on reablement and wellness.

Our History

Meals on Wheels originated in Britain during the Second World War assisting frail older people who wanted to stay in their own homes, but who needed help to do so.

In Australia, Meals on Wheels started in 1952 in South Melbourne. A lady on a tricycle delivered the meals. When it became too much for her, the Red Cross took over.

In March 1957 Sydney City Council started Meals on Wheels in NSW. In the first week 150 meals were cooked in the Town Hall for inner city dwellers. The cost of the meal then was two shillings, which is approximately 20 cents today.

From its inception over 60 years ago, Meals on Wheels has grown to become a driving force of care in the community. In the course of a year, more than 78,700 volunteers deliver over 14.8 million meals to about 53,000 recipients Australia wide in cities, regional and rural areas. Of these, 35,000 volunteers in NSW deliver about 4.5 million meals each year.

The changing face of Meals on Wheels reflects how the organisation is responding and adapting to the changing face of the community. The multicultural nature of society is echoed in the food, faces and friendships that typify Meals on Wheels.

While the tradition and values of Meals on Wheels remain true to its origins, a focus on engaging people of all ages from all walks of life is unfolding and bringing renewed energy, ideas and vision to help the organisation continue to provide a vital service and meet the needs of the community.

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ABOUT US

Griffith Meals on Wheels service was established in 1965 after a meeting of concerned citizens regarding the ageing population. Their vision was an Assessment and Rehabilitation Ward at the Base Hospital, Meals on Wheels and a Nursing home in the town. This was the beginning of all three facilities in Griffith.

The establishment of Meals on Wheels was a priority and Adrienne Wilson (nee McKern) was enlisted in her role of Secretary to the CEO of the hospital to organise the volunteers rosters.

However, the hospital later changed hands when the Greater Murray Health Scheme took over and anything that did not qualify as Acute patient care including the catering of Meals On Wheels was moved to Wagga Wagga. Mrs Wilson then found herself at the helm of an organisation in need of new premises and business model.

But, she made it work; organising volunteers to distribute meals which the hospital fortunately continued to provide. A new premises was found at Shop 6/26 Ulong Street, thus a new business was formed with the assistance of State and Commonwealth Funding.

The Meals on Wheels service continued to improve and expand over the years and has become an important factor in keeping frail aged and younger people with disability at home when they otherwise would not be able to cope and the daily visit from volunteers is a bright spot in many a lonely life.

In 2016 Griffith Meals on Wheels was refunded for a further 2 years through the Commonwealth Home Support Program (CHSP). They continue to provide Hot Meals now sourced from the newly constructed St Vincents Private Community Hospital. The meals are prepared fresh each day using locally sourced ingredients by qualified Chefs. and now have a huge range of Frozen Food choices ordered from a new Food Distribution Centre in Narrandera NSW. Meals are delivered 7 days a week 365 days a year from over 270 valuable volunteers.

2017 Seen many changes for Griffith Meals on Wheels. In January after 50 years of Service the provision of Hot Meals was shifted from the Griffith Base Hospital, to the newly constructed St Vincents Private Community Hospital Griffith. The meals are prepared fresh daily by qualified Chefs using local ingredients.

In June we moved into new premises at 16 Yambil Street with two other like services of Griffith Aged Support Services and Dyrri Bang Gu Aboriginal Aged Care. Our service continues to grow and from October 1st 2017 will expand with the Novation of Griffith Meals on Wheels and Griffith Aged Support Services.

STRUCTURE & MANAGEMENT

Griffith Meals on Wheels Inc is registered with the Australian Charities and Not-for-profits Commission (ACNC).

The following staff are currently employed by Griffith Meals on Wheels.

Name	Position	Years of employment with Griffith MOW	Qualifications
Tennille Valensisi	Coordinator	5 years	Cert IV Business Administration Cert IV Training and Assessment Food Safety Supervisor Current First Aid
Charmaine Ceccato	Coordinator	2 years	Cert IV Business Administration Food Safety Current First Aid

CHAIRPERSON'S REPORT

It is again my pleasure to present to you my Annual Report. I must start by expressing my deepest condolences to the family of Public Officer Kevin Bradford who passed away recently. Kevin was a dedicated supporter of this organisation and he will be truly missed. He also played an active part in many other community groups. His sudden passing was a shock to us all.

Meals on Wheels has had an amazing twelve months. This time last year we were complementing our offices and services with a big cool room for our frozen meals and having a good relationship with our landlord, The Cremasco Family, to position the cool room in an appropriate site. No longer had this work been completed when we received the outstanding offer by the Ex-Servicemans Club to relocate our office to the old Area Builders Paint Shop in Yambil Street directly opposite the Exies Club.

Griffith Meals on Wheels Committee and Staff worked tirelessly to make the move possible. Whilst the changeover took longer than anticipated, I must thank Mr Cremasco for being so cooperative in allowing us to remain in his building until we were able to move.

To the Ex-Servicemans Club Manager Garry Tucker, Board Members and Board Chairman Eddie Mardon, we sincerely thank you for the initiative in providing such a wonderful venue for us and the other services, Griffith Aged Support Services and Dyrri Bang Gu Aboriginal Aged Care. We cannot thank them enough. The new facilities will give us all great public exposure and enable our services to be more accessible.

Another milestone from Griffith Meals on Wheels has been the Novation of Griffith Meals on Wheels and Griffith Aged Support Services. We welcome the close working relationship with Griffith Aged Support Services in particular Monica Beckman and Yvette Pastro. Documents with both the Department and Griffith Community Centre are almost complete and the changeover should be the 1st of October 2017. I wish to thank Sherene Blumer, her committee and Coordinator Barbara Penninga for their assistance in the novation process.

Griffith Meals on Wheels has again received superb sponsorship from the community for example the Service Clubs, Griffith City Council and various businesses. We thank them all for their support.

Griffith is a richer place because of their support.

To my committee a big thank you for your continued support. I hope you have enjoyed your involvement and look forward to you standing again.

To our wonderful staff, Tennille, Charmaine and Keith we deeply appreciate your commitment to Griffith Meals on Wheels. You have accepted all challenges put before you. We also welcome Monica and Yvette and look forward to a wonderful working relationship.

Finally I thank each and every one of you and hope our 2016-2017 journey has been as rewarding for you

Dino Zappacosta
Chairperson

CO-ORDINATOR'S REPORT

Total Client Numbers: 185

Clients Received Hot Meals from Hospital: 72

Clients Received Frozen Meals: 113

Total No. of Meals Provided in 2016/2017: 17,589

This past year has seen many exciting changes for Griffith Meals on Wheels with many of our dreams for the service being achieved. We have developed some new programs that seem to have flourished while others are still in their early stages of development. It has been a very exciting year to report on. However, that excitement also comes with the sad news of the passing of Committee Member Mr. Kevin Bradford. We would like to Acknowledge Kevin's contribution to our service; his passion and commitment will be greatly missed.

> New Hot Food Supplier

January 2017 marks the biggest change in the history of Griffith Meals on Wheels with a change to the provision of Hot Meals from Griffith Base Hospital to the newly constructed St Vincent's Private Community Hospital Griffith. Meals are prepared fresh daily by Chef Manager Fab L'Ecluse and Steven Franchi using locally sourced ingredients. This change has been an instrumental part in the success of our service this year. Being able to offer our clients a freshly prepared and cooked home style meal has enabled us to increase our client base and maintain client satisfaction. However we would like to thank Griffith Base Hospital for their support for the last 50 years with the preparation of meals for our clients.

> New Premises

In June 2017 our dreams of a new premise for Meals on Wheels finally came to fruition with an invitation from the Griffith Exies Club to join with Griffith Aged Support Services and Dyrri Bang Gu Aboriginal Aged Care and move into the recently purchased premises in Yambil Street to be known as the Yambil Hub. The relocation has been a challenging one but we would like to extend our thanks to the Cremasco family for their patience whilst we relocate to our new property and also the Management and Board of Directors at the Griffith Exies for their assistance and support with the transition. We are now settling in nicely and although there is still plenty of work to be done structurally we are very settled and loving the open, friendly and welcoming environment

> Volunteers

We currently have approximately 306 registered volunteers; including volunteers from our local businesses, service clubs and Marian Catholic College. Our runs are currently all filled with many volunteers waiting for the opportunity to take on a regular run when one becomes available. This year we were sad to lose one of our long-standing volunteer groups – Griffith City Council Councillors and we wish to take this time to thank them for their years of dedication and support to our service.

➤ **Police Checks**

We have had a trying time getting our volunteers to update their police checks this year as many allowed them to lapse. We are, however, seeing a light at the end of the tunnel with only 8 more to be processed!

➤ **Training**

We have attended various training events over this past year. These include the following:

- NDIS & It's Effects
- Regional Food Forums in Wagga including an information session with our CHSP Grant Agreement Manager Julia Peno
- Understanding Dementia & Preventing Dementia Online Courses through The Wicking Centre & the University of Tasmania
- NDIS – Preparing for the Possibilities
- Murrumbidgee Aged Health Forum with Guest Speakers talking on Delirium & Failing Cognitive Health in the Elderly, Falls Prevention and End of Life Care
- Meals on Wheels NSW Workshop that covered topics on NDIS Readiness, Emergency Management & Disaster Plans, Management Plans, Quality Reviews, Continuous Improvement, Home Care Packages, CHSP and Unit Costing
- COTA (Council of the Ageing) Information Session
- Mental Health First Aid
- NDIS Information Session with Northcott
- First Aid Certificate
- NASSA (Neighbourhood Aid & Social Support Association) Conference

➤ **Grants**

We have had a very busy year applying for grants and we have been fortunate to have received funding from the following grant programs:

Clubs Grant 2016/2017

Griffith Leagues Club	\$2000
Griffith Ex-Servicemen's Club	\$2000 2016 \$3000.00 2017
Griffith City Council Grants Program 2016/2017	\$3000 (\$1500 per round)

We have also been fortunate to have been nominated by Peter & Caroline Tuohey to receive funds from the Aussie Cotton Farmers Grow Communities Grant.

➤ **Donations**

This year we have been fortunate to have received donations from the following

Services/Service Clubs:

- Griffith Rotary Club 2016/2017 \$4000 (2x \$2000)
- Griffith Aged Support Service (Melbourne Cup Luncheon) \$1820
- Cuppa for a Cause (Owen Toyota, Irribiz, Collier & Miller) \$408.43
- St. Albans Op Shop \$1000
- Masonic Lodge Bunnings Barbeque (Amount TBC)
- Rotary Club – Avanti \$500

➤ **Food Donations**

- Ningana Enterprises
- Ross Catanzariti (Rossies Supermarket)
- Food Bank
- Casella's Wine

➤ **Secondbite Program**

This year saw the introduction of our very successful Secondbite Program – a national food recovery program that sees us partner with our local Aldi Supermarket to provide fresh fruit, vegetables, bread and other grocery items not only to our clients, but others who are in need to assistance. Every Monday to Friday at around 10am food is collected by a volunteer who then delivers it to our office. We sort through and weigh the produce then package hampers for people in need. Earlier in the program we put a call out to other services who may be in regular contact with individuals or families who require this assistance and it has proved very popular with many services picking up hampers on a regular basis to distribute

➤ **Out & About Program**

This program has proven to be a definite favourite of our clients who enjoy getting out and being social. Earlier in the year we took a bus load of clients to the Seniors Week Luncheon at the Griffith Exies Club. Clients enjoyed this trip immensely as they were about to interact with other seniors in a very social setting. In October, last year we held a movie afternoon at the Griffith City Library where we screened a comedy called Eddie the Eagle. We invited Flourish clients to join us and provided them and our clients with an afternoon tea. We all have wonderful afternoon and look forward to organising our next one now that we are settled in our new premise.

➤ **Giving Tree/Santa For A Senior**

Christmas 2016 was a festive time in the office at MOW. We again held our Santa for a Senior Giving Tree program which was well received with almost 170 gifts distributed to our clients. We were fortunate to have Rina from Griffith City Library come on board with us by putting up a Christmas Tree in the Library that become a drop off point for people to leave gifts. It was also an excellent way of getting this program out to our community.

➤ **Work Experience Students & Student Volunteers**

This year we had Ella Castellaro from Griffith High School join us for a week's work experience. Ella was a pleasure to have in the office and said she most enjoyed going out on deliveries to see the clients.

➤ **Cuppa for a Cause/National Meals on Wheels Day - Diamond Anniversary**

This year Meals on Wheels celebrated 60 years of service in Australia and what better way for us to celebrate it than with a morning tea. Clients, volunteers and the wider community were invited to attend this event at our new premises and the Area News came and took photos and wrote a story. Attendees have suggested that we make this a monthly event.

➤ **Novation**

October 2017 marks the novation of Griffith Meals on Wheels and Griffith Aged Support services. We would like to Welcome Monica and Yvette and their team of volunteers to our service and look forward to a wonderful working relationship with them.

2017 has been a year of major change. It has been not only eventful, but stressful, exciting and at times crazy! As Coordinator for the last 4 years I have found it both challenging and rewarding. On behalf of myself and Charmaine I would like to thank the current 2017 Committee for allowing us to coordinate the Service as we have, knowing that we have their unconditional support. We look forward to another successful busy year ahead for Griffith Meals on Wheels with many events planned for the upcoming months.

Tennille Valensisi & Charmaine Ceccato
Coordinators

OUR OBJECTIVES AND ACTIVITIES

The objectives pursued by Griffith Meals on Wheels Inc. are:

- to assist people who are frail aged and/or have a disability to live with independence and dignity
- to assist people who are frail aged or disabled can remain in their own home;
- to support family or other primary caregivers are supported in their role;
- to ensure the agency operates in an effective, efficient and accountable manner.

In 1-3 Years

Our Goals

Our Goals in the next 1-3 years are:

- Apply for Increase in Funding due to rising Outputs
- Grow the Service
- Provide 2 or more independence service ie Out and About Program and Lifestyle Meals

Key Initiatives

These goals will be obtained by the following initiatives:

- Apply for Funding in Growth rounds
- Seek Corporate sponsorship
- Participate in Fundraising activities
- Look at any Opportunities and go with them
- Implement the Out and About Program
- Implement and Advertise the Lifestyle Meals Concept

In 3-5 Years

Our Goals

In order for us to progress towards our long term goal, our targets for the next 3-5 years are:

- Provide more independence services
- Continue to grow the service
- remain a standalone service
- remain financial and viable
- Raise Community awareness

In 5-10 Years

Long Term Goals

- Griffith Meals on Wheels Inc. long term Goal is for Meals on Wheels to be the major trusted supplier of independence services in NSW.

To Increase community awareness whilst maintaining high quality and nutritious Meal deliveries to client in their own homes

TREASURER'S REPORT

I refer to page 7 of the 2017 financial statements that you have been provided. It shows that Griffith Meals on Wheels Incorporated earned a loss of \$(5,477.18) for the financial year. This compares to a profit of \$5,400 for the 2016 financial year.

A comparison of key income and expense items show the following and deserve your attention and starting at page 10:

Trading Income

1. Sales for 2017 were \$117,675.65 v \$116,550 when compared to 2016.
2. Costs incurred to generate those sales for 2017 was \$115,779.97 v \$112,738.
3. There was a gross loss figure of \$5,477.18 for 2017 v a gross profit figure of \$5,400 in 2016

In relation to overhead expenses:

1. 2017 depreciation of \$6,009 for 2017 v \$7,460 for 2016.
2. Salaries & wages was \$56,853.43 v \$57,136 for the prior year.
3. Total overhead expenses was \$99,804.01 for 2017 v \$113,907 for the prior year. It appears that overheads are being cut where possible.

In relation to other income:

1. Interest received totalled \$377.68.
2. Other revenue consists of the membership fees of \$319.59
3. GMOW also received donations and grants from various organisations including Rotary, Griffith City Council and Griffith Ex-servicemen's Club Limited. Please note that these grants relate to monies actually received by 30 June.

In relation to the 2017 balance sheet, please refer to page 2 of the financial statements. It shows the following:

1. GMOW had cash on hand of \$30,640.79 as at 30 June 2017.
2. Our clients owed GMOW \$12,752.66 as at 30 June 2017.
3. GMOW currently has a term deposit of \$20,384.59 and matured on the 9/9/17 awaiting instructions
4. Stock on hand totalled \$1657.
5. Plant & equipment acquisitions during the 2017 financial year totalled \$14,961.

In relation to liabilities:

1. There was \$29,322.63 owing to various suppliers including the ATO, as opposed to \$31,41 for 2016
2. Employee entitlements as at 30 June 2017 were \$6,989.

Conclusion:

The 2017 financial result whilst not great was reasonable given the circumstances. The fine efforts of the co-ordinators have to be acknowledged. Committee members must remember that organisations are not permitted to trade whilst insolvent. Whilst we are not there yet there are signs that are, at times, concerning.

I now request the following:

1. Questions from the committee
2. If there are no questions, that the financial statements be moved and accepted
3. A copy be provided to the public officer to be submitted to Fair Trading NSW.

FINANCIAL STATEMENTS

(attached)

SECTION 4**OUR OTHER IMPORTANT INFORMATION****ACKNOWLEDGMENTS****Grants and funding**

Funded by the Australian Government Department of Social Services. Visit the Department of Social Services website (www.dss.gov.au) for more information.



Australian Government

Department of Social Services

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