


20/21 ANNUAL REPORT



Meals on Wheels
Australia

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Presented at the Annual General Meeting of the Association
held via Zoom on Tuesday 19th of October 2021

PURPOSE AND STRATEGIES

AUSTRALIAN MEALS ON WHEELS ASSOCIATION INCORPORATED TRADING AS “MEALS ON WHEELS AUSTRALIA”

VISION: Uniting Meals on Wheels to nourish communities

Meals on Wheels Australia is the national peak body for community meal providers. Our membership comprises the peak body or primary community meal provider in each State or Territory, collectively representing over 500 independent for-purpose services. Together, we serve more than 10 million meals annually to more than 100,000 consumers in Australian cities, regional and rural areas. Our strength lies in the 45,000 volunteers who drive our service delivery.

Meals on Wheels Australia provides proactive and strategic national leadership and a clear coherent voice on matters that affect our clients, volunteers and staff and the local communities in which they are placed. Our primary purpose is to represent the collective views of the Meals on Wheels network to the Australian Government regarding policy, funding and community care reform. We work closely with our members and other national peak bodies on issues of mutual interest and concern.

In support of state peak bodies and our advocacy activities, Meals on Wheels Australia commissions and participates in research and data collection that informs the evidence base for our value proposition and service delivery, develops and promulgates best practice guidelines for use by member services, and provides an avenue for sharing innovative ideas through national conferences, forums and other channels.

Meals on Wheels Australia and its member associations work together to raise awareness of Meals on Wheels in the community and protect the strong positive brand equity generated over the past 65 years.

BOARD OF GOVERNORS AND PATRONS

AUSTRALIAN MEALS ON WHEELS ASSOCIATION INCORPORATED
TRADING AS "MEALS ON WHEELS AUSTRALIA"

MEMBERS

Sharyn Broer		President / Executive Committee
Chris Watt	New South Wales	Vice President / Executive Committee
Les MacDonald	New South Wales	Treasurer / Executive Committee
Evan Hill	Queensland	Board Member / Executive Committee
Roslyn Broom	Queensland	Board Member
Heather Richardson	South Australia	Board Member
Julie Bonnici	South Australia	Board Member
Simone Marais	Victoria	Board Member
Mary Whelan*	Victoria	Board Member <i>*Resigned in April 2021</i>
Lorraine Higgins	Australian Capital Territory	Board Member
Alison Meighan*	Western Australia	Board Member <i>*Passed away in June 2021</i>
Mandy Waters	Western Australia	Board Member
Barbara Hill	Tasmania	Board Member
Rebecca Free	Tasmania	Board Member

EXECUTIVE DIRECTOR

Kate Thiele

PATRONS

His Excellency General the Honourable David Hurley AC DSC (Retd) and Her Excellency Mrs Linda Hurley

IN MEMORY OF ALISON MEIGHAN

This year, on the 20th of June, Meals on Wheels WA's President, Alison Meighan sadly passed away.

For over 30 years, Alison played an invaluable role in supporting and building the community of Meals on Wheels services in WA and was the longest serving Board Member of Meals on Wheels Australia.

Alison was the one of Australia's most passionate advocates of Meals on Wheels and epitomised the spirit of the service.

She was an extremely talented operator. Her acute business skills, honed through years of professional catering in the private sector, and her outstanding leadership abilities, were obvious. The books balanced, the meals were delicious, the kitchen was spotless, and the staff and volunteers were all inspired to do their very best.

Alison worked so hard and tirelessly because she never lost sight of what she was there to do: to keep people safe and well and living independently in their own homes. She saw it as a basic human right.

She understood that Meals on Wheels was so much more than just a meal to customers and their families.

She understood that it provided valuable opportunities for volunteers and vital community connections.

Alison also understood it saved millions in health costs by keeping people out of hospitals and residential care.



Her beloved service at Subiaco was outsourced (against her advice) and instead of helping over a hundred people every week like it once did, now assists less than five. That's a lot of people currently not benefiting from Meals on Wheels!

Despite this set-back and an inexplicable hostile attitude to Meals on Wheels by a significant proportion of local and State Government personnel, Alison continued to work hard and tirelessly as a volunteer. A difficult and sometimes thankless task, brightened occasionally by her interactions with people out there in the sector who shared her belief in the service.

Alison's passing is an immense loss to Meals on Wheels Australia and services across Western Australia.

We acknowledge and thank her for her incredible dedication to our purpose throughout her life, despite a number of health concerns.

Meals on Wheels Australia would like to pass on its deepest condolences to Alison's family, friends and colleagues.

Words by Nelson Mathews

OUR IMPACT

18,140

REACH ON FACEBOOK



After Mum passed away two years ago, Dad went through times of simply not wanting to prepare anything simple. Having that interaction, knowing that a lovely meal was going to be delivered greatly lifted his spirits and, along with family support and his amazing neighbours, the Meals on Wheels volunteers helped him overcome a very rough time, and continue to put a smile on his face - so thank you!

Customer Next of Kin

24,558

IMPRESSIONS ON TWITTER



117,931

WEBSITE PAGE VIEWS



These meals saved me. You are amazing. I appreciate your kindness in understanding my financial situation. These meals have really been a godsend for me. Thank you!

Recipient of donated meal

18,928



MEALS DONATED TO VULNERABLE AUSTRALIANS

Thanks to the generous support of the Macquarie Group Foundation and Give2Asia

50,000



HYGIENE PACKS DONATED TO MEALS ON WHEELS CUSTOMERS, NATIONALLY

Thanks to a partnership between Woolworths, Reckitt and Meals on Wheels Australia

\$297,887



IN MONETARY DONATIONS TO SUPPORT OUR VALUABLE PURPOSE

The COVID-19 crisis has proved how great Meals on Wheels is.

How nice to see a masked but smiling face at our door with the wonderful meals you present to us.

Customer

This service is absolutely invaluable to the community. Apart from meeting other wonderful volunteers, the absolute privilege is connecting with the customers and creating a personal connection with them. -

Volunteer

This service provided outside support and was like having a blanket of comfort. The stress of food daily (buying, shopping, cooking) was all alleviated. The relief was immense.

Customer Next of Kin



PRESIDENT'S REPORT

Around 12 months ago, Meals on Wheels Australia was reflecting on what was one of the most challenging years in its 65-year history. Deep in the grips of the COVID-19 pandemic and navigating a new and uncertain way of life, it is safe to say 2020-21 presented further opportunities for Meals on Wheels services across the country to adapt and continue to step up to the plate to support older Australians to live and age safely and well in their home.

I would like to firstly extend my deepest thank you to the over 590 services and incredible 45,000 volunteers and 1,500 staff around Australia for their unwavering commitment and enthusiasm of our purpose, which ensured over 100,000 older Australians remained nourished, connected and safe at such a critical time!

With increased community restrictions and lockdowns impacting almost every state and territory over the last year, as well as devastating floods in NSW, Meals on Wheels volunteers continued to generously offer their time to make a real difference to the lives of vulnerable Australians, every day.

A survey designed to measure this impact showed 76 percent of volunteers felt more concerned about the social wellbeing of their customers, as a result of their meal deliveries during the pandemic. This genuine care and connection has meant 35 percent of volunteers are spending up to an additional five minutes with each customer, in an attempt to reduce the impact of social isolation and prevent feelings of loneliness. While 59 percent of volunteers are feeling more concerned about the safety of older Australians living in their home and isolated by the pandemic.

It was pleasing to discover 32 percent of Meals on Wheels volunteers are more



committed to supporting Meals on Wheels' purpose than ever, having seen the benefits of continual meal delivery during the pandemic. This renewed 'fire in the belly' to support older Australians in remaining in their homes for longer, is exactly what makes our Meals on Wheels volunteers so special. We wouldn't be able to do what we do, without them and I sincerely thank them for their support and dedication.

Secondly, I would like to thank our supporters for their generous donations. Your kind gifts help support our important work as the peak national body, while reinforcing and supporting our over 590 valuable services.

An essential (and in demand) service

From the implementation of a number of new policies and procedures and the launch of our national website to collaboration between the state and territory peak bodies, 2020-21 was a busy year from an operations point of view.

Our commitment to continual service and ability to adapt was shared with the broader community via the media.

The narrative of Meals on Wheels being more than a meal and offering valuable social connection at a time where it is needed most, dominated coverage, as well as highlighting services who turned to innovation to continue to support their vulnerable customers.

A notable example of this was NewsCorp's *Thanks a Million Campaign*, designed to acknowledge the unsung heroes of the pandemic. This campaign saw the recognition of Warrumbungle Community Care, a NSW Meals on Wheels service provider for their food partnership initiative, shared across NewsCorp's mastheads across the country. The service created food vouchers for their customers that could be exchanged at local bakeries, cafes, restaurants and pubs, in effect helping both those in need and small hospitality businesses who were suffering through COVID-19 lockdowns.

We are so proud of our services and commend them for the resilience they have shown over the last year. I have no doubt we will see some more wonderful stories of Meals on Wheels going above and beyond to support older Australians gracing print, online and broadcast media in the future.

PRESIDENT'S REPORT

Influencing the future of aged care

The Royal Commission into Aged Care Quality and Safety provided a history-making opportunity to improve the care provided to vulnerable, older people in both residential and community settings. In January 2020, Meals on Wheels Australia reinforced its instrumental role in helping Australians live and age well in their homes, by making a submission to the Commission. Our report highlighted the importance of nutrition in ensuring our health and wellbeing as we age and discussed the impact Meals on Wheels has on supporting older Australians to remain living independently and well at home, through delivered meals and an invaluable social and wellbeing check.

Key recommendations made by Meals on Wheels Australia included, improvements to the aged care system to ensure more Australians have simple and timely access to in-home and community care services that support their desire to live at home and out of aged care, as well as quality standards, grant funding mechanisms, promotion and support of volunteering and the corresponding need for additional investment, Care Governance Committees and the interface with My Health Record.

In line with Meals on Wheels Australia's key advocacy issue, our submission highlighted the need for an increase in Government funding to ensure meal delivery services are affordable and accessible to the people who need them most.

On Monday the 31st of August, 2020 I represented Meals on Wheels Australia and appeared on the Aged Care Royal Commission via livestream to discuss the key recommendations made in our submission.

In the final report, Meals on Wheels services were not criticised but the legal,

regulatory and funding systems that we operate under were found to be unfit to deliver the sort of care that older Australians deserve.

We are hopeful the recommendations of the Royal Commission and presented to the Federal Government will reinforce Meals on Wheels as an absolutely critical component of the aged care system, with decisions made to support a sustainable future for Meals on Wheels.

Leaders in connection

Our Board Strategic Workshop, held in May 2021, was the first time since the 2020 National Conference that our Board Members were able to re-convene and reconnect in-person. Members focussed on the similarities that give strength to our network, especially the unrecognised value of social connection provided by Meals on Wheels as an integral part of our service model. This has sharpened our focus on essential ingredients for future care in the home of older Australians and people living with disability, and initiated a social impact measurement process that will be piloted in 2022.

In February 2021, I attended the National Congress on Food and Nutrition in Aged Care in Sydney with Vice President, Chris Watt and Chief Executive of Meals on Wheels Queensland, Evan Hill. Although 90 percent of the Congress was focused on residential aged care, meals in community settings were also included. The National Meal Guidelines were included in a Dietitians Australia position paper supported by Meals on Wheels Australia, with an expectation that the Government invests in a system to govern, evaluate and support the use of the guidelines in community settings.

The paper also positioned improved nutrition screening and training for General Practitioners, as well as including quality assessors with the

required competency to assess the nutritional value of meals.

Looking to a sustainable future

Meals on Wheels Australia's relentless advocacy efforts this year saw a recognition and acknowledgement of the funding inequity and viability challenges faced by Meals on Wheels services.

These activities saw meetings with the Minister for Senior Australians and Aged Care Services, the Department of Health and other key decision-makers, which led to plenty of constructive discussion and the announcement of additional funding to provide sector support, bolster our volunteer workforce impacted by the pandemic and move towards a fairer and more consistent pricing system for our service across the country. Again, I would like to extend my thanks to our Executive Director, Kate Thiele for fiercely leading our advocacy campaign - her passion is second to none.

I would like to personally thank our wonderful Board Executive, composed of Chris Watt, Evan Hill and Les MacDonald, and supported by Kate Thiele, on their exceptional commitment and contribution this year. Our position and relevance within the market and relationship with the Government has been strengthened this year as a direct result of your passionate advocacy and hard work.

As the peak body representing the interests of our member services, we continue to fight for more equitable funding and secure a sustainable future for the over 590 services across Australia and the communities in which they operate. We look forward to furthering our rapport with the Government and media and our impact in the advocacy space.

PRESIDENT'S REPORT

Recognition from our Patron, the Governor-General of Australia

In December 2020, Meals on Wheels Australia received a Message of Appreciation letter and medal from His Excellency General the Honourable David Hurley AC DSC (Retd) (Governor-General of Australia) and Her Excellency Mrs Linda Hurley.

Within the letter, Their Excellencies and joint Patrons of Meals on Wheels Australia, thanked Meals on Wheels for its significant contribution and dedication to supporting vulnerable members of the Australian community throughout the many challenges of 2020 and acknowledged the passion and commitment of Meals on Wheels services, including its hard working staff and generous, dedicated volunteers. It was wonderful to welcome Their Excellencies to tour the new Meals on Wheels SA production kitchen and corporate facility on the 4th of March 2021. Here, the Governor General spoke with staff members and volunteers about the value of the Meals on Wheels service, before Her Excellency, a long-time supporter of Meals on Wheels and passionate singer, invited the group to sing a rendition of "You Are My Sunshine."

I was delighted to accept the Governor-General's Medal on behalf of Meals on Wheels Australia and thank Their Excellencies for being such wonderful Patrons and incredible advocates for our essential service.

Acknowledgements

I would like to thank all members of the Meals on Wheels Australia Board and state representatives for their continued support of our work. I also thank our volunteers, as well as staff members at the state and territory peak body offices whose knowledge and hard work enables the smooth running of Meals on Wheels Australia.

We also extend a sincere thank you to all of our amazing corporate sponsors who reached out to offer their support to our services, volunteers and customers over the last 12 months. Your kindness is most appreciated!

Although fraught with the ongoing challenges of the pandemic, 2020-21 reinforced the undeniable value of our service and the resilience of our volunteers who were not afraid to step up and 'get the job done' to support our vulnerable customers.

Boasting a rich history in nourishing, strengthening and connecting communities in virtually every corner of the country, Meals on Wheels Australia is looking forward to what next year brings with a 'go get 'em' attitude and renewed pride in our purpose and impact.



EXECUTIVE DIRECTOR'S REPORT

For Meals on Wheels Australia, 2020-21 represented resilience, recognition and a reinforcement of our essential service in keeping older, vulnerable and disadvantaged Australians healthy, connected and safe at a time where it was needed most.

Faced with the ongoing challenges of the COVID-19 pandemic, the ability for our service and incredible volunteers to adapt and continue to support over 100,000 Australians in remaining well-nourished and socially connected, enabled us to further advance our advocacy efforts. This resulted in valued support from the Federal Government, corporate sponsors and our supporters.

Advocating for a sustainable future

This year saw the implementation of the \$1.2 million COVID-19 Emergency Response Funding provided by the Federal Government in April 2020 to help deal with the national impact of the pandemic.

Our sincere thanks to Senator the Hon Richard Colbeck MP, Minister for Senior Australians and Aged Care Services and the Department of Health for their support in expediting the emergency grant process so that Meals on Wheels® could continue its vital role in ensuring the safety and wellbeing of older Australians.

The Meals on Wheels® network reaches over 590 communities throughout Australia and is underpinned by volunteer workforce of 45,000 people, along with 1,500 paid staff – making it a workforce larger than Bunnings, Rio Tinto or Telstra. Having experienced a decline in volunteer numbers over the last 18 months, the Emergency Response Grant enabled us to establish state volunteer coordinator roles that worked closely with MoWA to support state

associations and services. It enabled us to manage the call out for volunteers, which saw an extraordinary response from the community, greatly assisting to rebuild our volunteer workforce. Critically, it facilitated the prompt sharing and distribution of Meals on Wheels® specific COVID-19 protocols and resources and protocols as they became available.

In addition, it provided capacity to work with the corporate sector who at the time, were reaching out to offer a range of supports, which included, as an example, support to fulfil the colossal task of attracting, recruiting, and meeting the induction and mandatory obligations around bringing in interim volunteer support.

A critical aspect, discussed with the Minister when seeking the Emergency Response Grant, was the establishment of a coordinated national crisis system. As an essential service, this level of coordination is vital to ensure the safety and wellbeing of the workforce and community.

This year, the need for this consistent approach to crises became evident particularly with the ongoing threat of COVID-19. The development of a comprehensive Crisis Management Plan has helped minimise risk, equip staff in identifying and handling crises and ensure we uphold the unparalleled reputation of the Meals on Wheels® brand.

A Social Media Policy and Media Management Protocol was developed to enable professional and appropriate management of media crises and guidance when dealing with the media.

The MoWA Board is a volunteer Board, who not only act as representatives, but who are important as conduits back to the states and are often the key local



spokesperson. A few board members had not had any crisis management training.

The MoWA Board underwent Media Training in early December 2020 and again in February 2021, conducted by PR expert, Ben Hooper from Corporate Conversation. This training gave the Board the confidence and knowledge to handle social media or media crises in their respective states and proved a valuable exercise to add to their tool belts.

The implementation of a National Donations Policy supported Meals on Wheels® Australia to effectively handle monetary and corporate donations. With increasing support being received through the national website, it is good to have a Board approved policy in place.

Business continuity and Data Strategy

We recognise that increasing our data capability will better inform decision-making, business continuity planning and reporting to Government.

EXECUTIVE DIRECTOR'S REPORT

Successful backbone organisations provide a 'turn-key' model operating system that allows members/branches to focus on implementing systems, rather than developing them.

Meals on Wheels® has an opportunity to collectively harness and leverage the good work and goodwill at the local and state levels into a more consistent national approach to ensure the network remains sustainable.

And so, we implemented a scoping project to strengthen our understanding of the network, to map out the full service's value proposition and build an understanding of current and future data collation needs. The aim being to over time, deliver greater connectivity and information across services. It allowed for impact measurement to be put in place to demonstrate value.

We held workshops with the Board, defined common data requirements, analysed information gaps and have been building an understanding on what we need to future proof the network through data-informed decision-making.

The aim remains to establish a baseline body of knowledge that we could leverage into the future that would deliver greater value to the community, donors and funders. Ongoing capacity to build on the scope is currently limited and remains an area of Board discussion.

In line with our recently submitted proposal, our independent advisor, Miles Morgan Australia has commenced:

- Engaging with existing vendors to determine what data is captured and how to encourage/authorise aggregated data sharing with MOW.
- Establishment of a dedicated working group under MOWA to develop an IT investment strategy, share planned procurements (maximise interoperability and utility across the network), develop a

minimum data standard required for reporting and enhance reporting capability.

- Actively support a whole-of-network systems approach to 'do things once and do it right' to maximise the Government's investment in MOW.

The Volunteer Working Group, established in response to COVID-19 to explore and re-energise volunteer recruitment, selection and on-boarding processes, continued to meet this year to share ideas. I would like to thank the members for their insights and enthusiasm for collaboration.

The funding provision from the Federal Government arrested a rapidly unfolding situation by providing capacity for MoWA to scaffold and support its members' essential service provision and leverage its significant expertise in food security.

With a service network larger than any other in-home aged care service, this also provided the Federal Government managing the unknowns of a pandemic, added protection for older people in their homes, not otherwise possible or as rapidly deployable.

The much-needed funding also allowed Meals on Wheels® to support its members' essential service provision and leverage our significant expertise in the food security space.

Meals on Wheels® Australia provided a pre-budget submission to Treasury in early 2020, however, with the announcement of the Federal Budget delayed until October 2020, an updated pre-budget submission was sent to Hon. Greg Hunt MP, Minister for Health and Senator, the Hon. Richard Colbeck, Minister for Aged Care and Senior Australians and the Leader of the Opposition the Hon. Anthony Albanese MP in June 2020.

With the majority of Meals on Wheels® meal service providers receiving a subsidy of \$4.85 per meal, we called on Minister Colbeck to address this significant inequity by lifting the current funding of Commonwealth Home Support Programme (CHSP) meal service providers to the average contribution of \$12.00 per meal.

We were grateful to receive an acknowledgement from the Minister in July 2020 noting the difference in funding arrangement between Meals on Wheels® service providers funded under CHSP. We thank the Minister for this acknowledgement and welcomed the advice that a review of the CHSP meal delivery funding would be conducted by the Department of Health over the next 12 months and that providers would be consulted during this process.

We were pleased to see an increase of the minimum amount to \$7.50 per meal in May 2021. For many services this provided valued relief, and we thank Minister Colbeck for the additional funding. Unfortunately, given historical variations, this provided no relief for the Meals on Wheels services in NSW, and we continue to work constructively with the Minister and Department of Health on the unit price per meal called for in the pre-budget submission.

In March 2021, Meals on Wheels® Australia was delighted to receive confirmation that our request made in December 2020 for Commonwealth funding of \$875,000 for sector support services was approved. This funding will be implemented during the 2022 financial year and will support Meals on Wheels® Australia in its endeavours to advance the national network, continue to provide national communication and media support and work in partnership with the Federal Government.

EXECUTIVE DIRECTOR'S REPORT

We also played a significant role in the Royal Commission into Aged Care Quality and Safety, by providing a submission on the importance of nutrition to older people, quality standards, grant funding, support of volunteering, the need for additional investment and the future of in-home and community care. The opportunity to provide recommendations to the Commission reinforced the impact and influence Meals on Wheels® has as Australia's leading provider of in-home and community support.

This year, Meals on Wheels® Australia held several meetings with key Government stakeholders to share the significant value Meals on Wheels® has in preventing malnutrition and social isolation, and the value Meals on Wheels provides in easing the already-immense pressure on the health and aged care systems. With a network like no other, we continue to work closely with the Federal Government to support our over 590 services across the country.

These meetings included Minister Colbeck, Hon Mark Coulton MP - Minister for Regional Health, Regional Communications and Local Government (at the time), Hon Mark Butler MP - Shadow Minister for Health and Ageing, the Office of the Honourable Clare O'Neil MP - Shadow Minister for Senior Australians and Aged Care Services, Ged Kearney MP - Shadow Assistant Minister for Health and Ageing, Hon Justine Elliot MP - Member for Richmond - New South Wales, Senator Rachel Siewert - Australian Greens Spokesperson on Health, Mental Health, Family, Ageing and Community Services and Gambling, Nick Morgan - Assistant Secretary Home Support and Assessment branch (In Home and Aged Care Division) and Robert Hunt - CEO Dieticians Australia.

We would like to thank Senator Rachel Siewert for her support and pass on our best wishes as she departs the political

sector and extend our warm welcome to Russell Herald, Assistant Secretary Home Support Operations Branch, Department of Health.

Knowledge is important

On the 14th of May, Meals on Wheels® Australia held a Planning Workshop at the Rydges Hotel in Melbourne. State representatives attended to reflect, plan and grow our unified voice across the country, alongside Lakshman Gunaratnam, Loire Hunter and Rob Allen from Miles Morgan Australia. The workshop was run by George Liacos of Spark Strategy, Melbourne-based strategic specialists, who brought valuable insights and an understanding of the social sector. Discussions transcended beyond financial sustainability, including competitors with fewer barriers to entry, critical service decline in Western Australia and Victoria, use of the National Meal Guidelines for meal providers to older Australians, increased requirements around First Aid Training and additional costs relating to service delivery in regional and remote meal services. It was wonderful to have the Hon. Mark Butler MP, a long-standing supporter of Meals on Wheels® attend the workshop to gain an understanding of the contemporary issues faced by Meals on Wheels®.

Strengthening our national brand

In May 2021, we launched our brand-new Meals on Wheels® Australia website. Re-designed to provide an aligned key messaging and position, the website has a fresh look and feel to ensure consistency of the brand across the country. The website features heart-warming stories, eye-catching photography of food, volunteers and customers and a range of helpful information and resources. This refreshed platform provides Meals on Wheels® with an improved opportunity

to share the significant impact it has in promoting the nourishment, connection and independence of older Australians.

Also housing a 'members' and 'Board' portal, the website allowed us to implement a central place for national documents, such as COVID-19 protocols, food safety information, governance, media and policy documents and the National Meal Guidelines using Dropbox. This addressed a shortfall in communicating critical information, which became particularly apparent at the start of the pandemic, where we had delays in sharing the latest information across states and territories quickly and easily.

We will be re-designing the Victorian, Western Australian and Tasmanian websites in the next financial year to align with our national site.

National Meals on Wheels® Day 2020

This National Meals on Wheels® Day, we recognised the incredible resilience of our volunteer workforce and the continual delivery of service, despite an unprecedented surge in demand. Thanks to Meals on Wheels®, no one went hungry!

Statistics to come out of the 2020 Meals on Wheels® Day campaign included...

- In SA, Meals on Wheels® delivered 18 percent more meals and supported an increased customer base of 10 percent. Additionally, they received three years' worth of volunteer requests within a three-week period.
- In NSW, more than 25 local services reported an increase in demand between 50-99 percent, with at least five working to fulfil a service request increase of more than 100 percent.

EXECUTIVE DIRECTOR'S REPORT

- Meals on Wheels® Victoria recorded a 28 percent increase in meal deliveries and a 22 percent rise in new customers
- Meals on Wheels® QLD delivered an additional 132,500 meals and supported 2,600 new customers between March and May.

The day also provided the opportunity to raise awareness of the funding inequity by highlighting the CHSP funding review and our ongoing concerns for services that are struggling to remain financially viable.

This year also saw the development of a Charter which will enable a consistent approach to key messaging and theme of the annual celebration into the future. This Charter solidifies the focus of Meals on Wheels® Day on recognising, celebrating and thanking our volunteers who make our important work possible.

Philanthropic support

With the ongoing challenges and uncertainty of the COVID-19 pandemic, Meals on Wheels Australia was approached by a number of incredible corporate sponsors for support. Their in-kind donations allowed Meals on Wheels Australia to further expand capability in supporting its vulnerable customers, at a time where it was needed most.

We would like to acknowledge and thank the wonderful contribution from the following corporate sponsors.

A donation of \$200,000 from **Macquarie Group Foundation** enabled local Meals on Wheels services across the country to deliver a staggering 14,615 nutritious meals to vulnerable Australians facing food insecurity and financial disadvantage during the height of the COVID-19 pandemic.

Continuing their valued support of our service, **Woolworths** and **Reckitt (RB)** collaborated with Meals on Wheels to

donate 50,000 Hygiene Packs to our customers. These packs contained an assortment of hygiene products from leading brands Glen 20 and Pine O Clean.

A television commercial was also developed and aired to promote the commitment of Meals on Wheels and RB in keeping vulnerable Australians safe during the pandemic. This was also made possible through pro bono support of **Dec PR** (RB's PR company).

While the Hygiene Pack initiative added pressure to Meals on Wheels services in collecting, packing and delivering the Hygiene Packs, customers were most grateful and we hope to work with Woolworths and RB again in the future.

In April we were approached by **The CAT Foundation**, who recognised that Meals on Wheels aligned to the values and ethos of their mission in building stronger communities. A donation of \$60,000US from their intermediary, **Give2Asia** enabled Meals on Wheels to deliver 3,600 meals and relieve the impact of social isolation for 1,200 vulnerable Australians. This donation also allowed us to develop our National Data Strategy.

BP Australia donated 2,500 fuel vouchers in \$20 values which were then gifted to Meals on Wheels volunteers on National Meals on Wheels Day by way of thanking them.

We sincerely thank all our corporate sponsors for their support in what has been another challenging year. Your unwavering support for our purpose is most appreciated.

Although we are still very much dealing with the impact caused by the pandemic, this year saw Meals on Wheels reinforce its critical role in the community, keeping older Australians safe, nourished and connected at a time

where it is needed most. As Executive Director, I feel incredibly proud to be a part of this wonderful organisation and I am very much looking forward to what 2021-22 brings.









FINANCIAL REPORTS

AS AT YEAR ENDED 30 JUNE 2021

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BOARD OF GOVERNORS' REPORT

FOR THE YEAR ENDED 30 JUNE 2021

Your Board of Governors present this report on the Association for the financial year ended 30 June 2021.

1. General Information

COVID-19

The Association was instrumental in supporting members to adapt service models to continue safely delivering essential meal services during the COVID-19 pandemic. Government funding of \$1,200,000, to be received over two financial years, was granted to assist the Association to respond to unforeseen and exceptional circumstances and particularly to build sector capacity and capability to respond to national emergencies.

As a result, the Executive Director's role became full time from March 2020, additional Volunteer Coordinators were engaged, and there was increased investment in crisis communication planning, media coordination and delivering a national response to COVID-19. The funds were fully spent by 30 June 2021 on providing this service.

Principal Activities

Australian Meals on Wheels Association is a federated body of state and territory Meals on Wheels Associations, providing proactive and strategic national leadership on matters that affect the clientele, staff, volunteers and the local community. The Association enables a single point of contact between Meals on Wheels services and policy makers, funders, regulators, sponsors and other key stakeholders.

Significant Changes

No significant change in the nature of these activities occurred during the year.

2. Operating Results and Review of Operations for the Year

Operating Result

The net surplus of the Association for the financial year amounted to \$94,794 (2020: deficit \$22,021).

Signed in accordance with a resolution of the Members of the Board of Governors.



Sharyn Broer
President



Les MacDonald
Treasurer

Dated this 30th day of September 2021

AUDITOR'S INDEPENDENCE DECLARATION

FOR THE YEAR ENDED 30 JUNE 2021

AUDITOR'S INDEPENDENCE DECLARATION

To the Board of Governors of Australian Meals on Wheels Association Inc

In accordance with the requirements of section 60-40 *Australian Charities and Not-for-profits Commission Act 2012*, as lead auditor of Australian Meals on Wheels Association Inc for the year ended 30 June 2021, 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 30th day of September 2021

STATEMENT OF PROFIT AND LOSS AND OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
Income			
Interest received		5,591	1,741
Donation/sponsorship		297,888	22,831
Memberships		29,546	27,501
Net conference surplus		-	30,562
Government grants		1,039,792	160,209
Other income		1	21
		<u>1,372,818</u>	<u>242,865</u>
Less: Expenses			
Accounting & audit fees		2,500	2,500
Bank charges		74	45
Business/data strategy		195,883	-
Consultant - executive		199,083	136,260
Depreciation		406	1,844
Donation distributed		260,000	-
Donation/sponsorship		1,460	-
Dues & subscriptions		735	-
General expense		-	77
Insurance premium		2,462	2,078
IT support		289	-
Legal fees		306	-
Public relations and communications		55,500	41,093
National branding		-	9,361
Postage and courier		1,315	-
Printing and stationery		1,256	-
Secretariat - admin		12,634	743
Teleconferencing		420	-
Trademark legal expenses		1,600	4,896
Travel and accommodation		6,563	24,332
Volunteer coordinators		469,476	40,026
Volunteer training NSW		20,000	-
Website expenses		25,963	1,631
Workshop and training		20,099	-
		<u>1,278,024</u>	<u>264,886</u>
Surplus/(deficit) for the year		<u>94,794</u>	<u>(22,021)</u>
Comprehensive income			
Other comprehensive income		-	-
Other comprehensive income/(loss) for the year		<u>94,794</u>	<u>(22,021)</u>

The accompanying notes form part of these financial statements.

STATEMENT OF FINANCIAL POSITION

FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
CURRENT ASSETS			
Cash and cash equivalents		102,480	1,532,866
Trade and other receivables	2	731	-
Other assets	3	<u>218,187</u>	<u>56,179</u>
Total current assets		<u>321,398</u>	<u>1,589,045</u>
NON CURRENT ASSETS			
Intangibles	4	<u>-</u>	<u>406</u>
Total non current assets		<u>-</u>	<u>406</u>
Total assets		<u>321,398</u>	<u>1,589,451</u>
CURRENT LIABILITIES			
Trade and other payables	5	65,089	188,144
Other liabilities	6	<u>-</u>	<u>1,239,792</u>
Total current liabilities		<u>65,089</u>	<u>1,427,936</u>
Total liabilities		<u>65,089</u>	<u>1,427,936</u>
Net assets		<u>256,309</u>	<u>161,515</u>
Represented by EQUITY			
Retained surplus		<u>256,309</u>	<u>161,515</u>
Total equity		<u>256,309</u>	<u>161,515</u>

The accompanying notes form part of these financial statements.

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2021

	Retained Surplus \$	Total Equity \$
Balance as at 1 July 2019	183,536	183,536
Surplus/(deficit) for the year	(22,021)	(22,021)
Balance as at 30 June 2020	<u>161,515</u>	<u>161,515</u>
Surplus/(deficit) attributable to members	94,794	94,794
Balance as at 30 June 2021	<u>256,309</u>	<u>256,309</u>

The accompanying notes form part of these financial statements.

STATEMENT OF CASH FLOW

FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		140,372	1,705,743
Payments to suppliers		(1,576,349)	(275,427)
Interest received		<u>5,591</u>	<u>1,741</u>
Net cash provided by operating activities	7b	<u>(1,430,386)</u>	<u>1,432,057</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Transfer of financial assets		<u>-</u>	<u>-</u>
Net cash used in investing activities		<u>-</u>	<u>-</u>
Net increase in cash and cash equivalents held		(1,430,386)	1,432,057
Cash and cash equivalents at beginning of financial year		<u>1,532,866</u>	<u>100,809</u>
Cash and cash equivalents at end of financial year	7a	<u>102,480</u>	<u>1,532,866</u>

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

NOTE 1 Summary of Significant Accounting Policies

The financial statements cover Australian Meals on Wheels Association Inc as an individual entity domiciled in Australia.

Basis for Preparation

The financial statements are a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Australian Charities and Not-for-profits Commission Act 2012 (Cth). The Board has determined that the Association is not a reporting entity. The Association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

The financial statements have been prepared in accordance with the minimum requirements of the Australian Charities and Not-for-profits Commission Act 2012 (Cth) and therefore comply with the following Australian Accounting Standards as issued by the Australian Accounting Standards Board:

AASB 101: Presentation of Financial Statements, AASB 107: Statement of Cash Flows, AASB 108: Accounting Policies, Changes in Accounting Estimates and Errors, AASB 1031: Materiality and AAAB 1054: Australian Additional Disclosure. No other Accounting Standards have been intentionally applied in the compilation of this financial report.

The financial reports, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs and do not take into account changing money values or, except where specifically stated, current valuations of non-current assets. The amounts presented within the financial statements have been rounded to the nearest dollar.

Accounting Policies

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of these financial statements.

(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 entity 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.

Donations and bequests are recognised as revenue when received.

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

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

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

NOTE 1 Summary of Significant Accounting Policies (*continued*)

b) 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. 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 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.

(c) Impairment of Assets

At the end of each reporting period, the association 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 association estimates the recoverable amount of the cash-generating unit to which the asset belongs.

(d) 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.

Cash invested for longer than 3 months is considered to be a financial asset.

(e) Trade and Other Payables

Trade and other payables represent the liabilities for goods and services received by the association 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.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

NOTE 1 Summary of Significant Accounting Policies (continued)

(f) 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.

(g) 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.

(h) Comparative Figures

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

(i) 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 entity.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

	2021 \$	2020 \$
NOTE 2 TRADE AND OTHER RECEIVABLES		
Current		
Trade receivables	731	-
Accrued interest	-	-
	<u>731</u>	<u>-</u>
NOTE 3 OTHER ASSETS		
Term Deposits	100,000	51,825
Prepayments	83,788	-
GST receivable	34,399	4,354
	<u>218,187</u>	<u>56,179</u>
NOTE 4 INTANGIBLES		
Trademarks	9,220	9,220
Less Accumulated amortisation	(9,220)	(8,814)
	-	<u>406</u>
NOTE 5 TRADE AND OTHER PAYABLES		
Current		
Trade payables	59,041	184,144
Accrued expenses	6,048	4,000
GST payable		
	<u>65,089</u>	<u>188,144</u>
NOTE 6 OTHER LIABILITIES		
Unspent Grant	-	1,039,792
Unspent Donation	-	200,000
	<u>-</u>	<u>1,239,792</u>

The Association received Government funding of \$1,200,000 to assist in supporting members to adapt service models to continue safely delivering essential meal services during the COVID-19 pandemic. This funding is to be used over two financial years including 2020 and 2021. As a result, the Executive Director's role became full time from March 2020 and additional Volunteer Coordinators were engaged.

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$

NOTE 7 CASH FLOW INFORMATION

(a) Reconciliation of Cash

Cash at bank	102,480	1,532,866
	<u>102,480</u>	<u>1,532,866</u>

	2021	2020
	\$	\$

NOTE 7 CASH FLOW INFORMATION (continued)

(b) Reconciliation of Cash Flow from Operations with Surplus/(Deficit) after Income Tax

Surplus/(deficit) after income tax	94,794	(22,021)
Non-cash flows		
Depreciation	406	1,844
Changes in assets and liabilities		
(Increase)/decrease in trade and receivables	(731)	26,673
(Increase)/decrease in other assets	(162,008)	11,727
(Decrease)/increase in trade and other payables	(123,055)	174,040
(Decrease)/increase in income in advance	(1,239,792)	1,239,794
Cash flows generated by operating activities	<u>(1,430,386)</u>	<u>1,432,057</u>

NOTE 8 AUDITORS' REMUNERATION

Remuneration of the auditor, for:

- auditing of the financial statements	2,500	2,500
	<u>2,500</u>	<u>2,500</u>

NOTE 9 CONTINGENT LIABILITIES AND CONTINGENT ASSETS

There are no contingent liabilities or contingent assets at balance date.

NOTE 10 EVENTS AFTER BALANCE DATE

There are no events after the statement of position date affecting these financial statements to be disclosed.

NOTE 11 ASSOCIATIONS DETAILS

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

Street: 80 – 84 Sir Donald Bradman Drive
HILTON SA 5033

Postal: PO Box 406
UNLEY SA 5061

BOARD OF GOVERNORS' DECLARATION

FOR THE YEAR ENDED 30 JUNE 2021

The Board of Governors declare that in the Board of Governors' opinion:

- 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.
- The financial statements and notes satisfy the requirements of the Australian Charities and Notfor-profits Commission Act 2012 (Cth).

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



Sharyn Broer
President



Les MacDonald
Treasurer

Dated this 30th day of September 2021

INDEPENDENT AUDIT REPORT

INDEPENDENT AUDIT REPORT

To the Members of Australian Meals on Wheels Association Inc,

Opinion

We have audited the financial report of Australian Meals on Wheels Association Inc, which comprises the statement of financial position as at 30 June 2021, the statement of comprehensive income, statement of changes in equity and cash flow statement 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 Association's financial report of Australian Meals on Wheels Association Inc is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (a) giving a true and fair view of the association's financial position as at 30 June 2021 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, and the *Australian Charities and Not-for-profits 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 Association 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.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Directors for the Financial Report

The directors of the association are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of a 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 Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the

INDEPENDENT AUDIT REPORT

going concern basis of accounting unless the directors either intend to liquidate the Association 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 Association'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 Association'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 Association 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

Campbelltown

Dated this 30th day of September 2021



Meals on Wheels
Australia

