

## President's Report 21 10 2017

The last 12 months has seen some radical changes to our operations. Having successfully moved to Just In Time ordering and stock control in the previous year, we moved from our old operating system SAMSON to the new program developed for the Australian Council of Stoma Associations (ACSA) in February of this year. The smooth transition was achieved through careful planning and intensive training of our staff and volunteers. This was enabled by our wonderful Manager, Sue Read and Hermione Agee our Assistant Manager and the person chosen by ACSA to implement the transition.

The transfer went without a hitch and the staff and volunteers took to the new operating system like a 'duck to water'.

The past year saw the departure of three of our staff, George and Cheryl Ferguson and Phillip Roberts. Jan Friend assumed Phil's position of Warehouse Supervisor and we recruited Michael Busch to assist in the warehouse. Lyn Rhodes and Gen Slattery took up the slack caused by Cheryl's departure.

Jan has been assisted in the warehouse by not only Michael Busch but also Liz Cahill. We are also assisted during busy periods by Tim Richardson who was job sharing with Alistair Read and Ben McDonald. Alistair and Ben have moved on to start their apprenticeships.

Our front desk is ruled by Lindy McDonald who deals with members who come to pick up their goods as well as answering some of the calls that come through our new phone system. I could almost forgive Lindy for having taken over the reception area to advertise her love for Richmond!!

We are very fortunate to have Andrea Farrugia as our stoma therapist. She sees members by appointment on a Tuesday or Thursday. I am proud to say that Andrea was the guest speaker at the ACSA conference last weekend. She made a great contribution to the discussion on universal access to stomal therapy.

None of the work that occurs at OAM could succeed without the enormous contribution of a large number of volunteers. They assist in completing the orders and getting parcels for people coming to pick up their parcels.

The Committee has worked to assist and oversee the work of the staff. In this regard, I want to pay tribute to two of our members in particular. The first is our Honorary Secretary, Rob Jackson, who has assisted Sue, our Manager in various HR matters. Secondly, I want to thank and honor our Treasurer, Efreem Goldhammer. Efreem has overseen the move to Just In Time stock control as well as the resultant increase in our bank account. Efreem unfortunately is not standing again for our committee and I want to take this opportunity to thank him for two outstanding years of dedicated service to our association. He has overseen many changes in our operations and thinking. As you will see in the accounts we are garnering a large amount in donations and have changed the thinking of our members.

Another committee member, Peter Myers is also not standing for committee again. We want to wish him well for the future and thank him for his work for us. He has helped us with our way at looking at ourselves.

Our other committee member Wendy Sansom has brought a different perspective as she is a senior stomal therapist and therefore brings to us the feeling of our stomal therapy.

None of our success could have occurred without the dedication of Sue Read, our Manager and Hermione Agee, our Assistant Manager. In particular, Hermione was responsible for bringing on board SAMS. She ensured that everything was in place for the transition on the 17<sup>th</sup> February last. Sue has continued to keep the staff and volunteers on track and working happily and efficiently. Her tough love for our members shows her devotion to our association.