

Chairman's address AGM 2019

One of the major initiatives during this past year was the introduction of an Operations Committee Chaired by Phil Roberts who, in addition to being highly credentialed, has been a volunteer in the warehouse for some years.

Instead of the Governing Committee dealing with day-to-day process issues, the Operations Committee oversees and reviews, as well as instigates appropriate remedies on daily operational matters. This structural change at floor level has made it easier for staff to communicate at a process level resulting in more efficient and timely corrective actions.

Other major initiatives introduced by the Governing Committee with participation of staff and the Operations Committee are as follows;

1. Publishing an 'induction' manual for new staff and volunteers;
2. Writing a standard employment agreement;
3. Introducing a Voluntary Workers Agreement;
4. Setting a standard Code of Conduct rules and statement;
5. Surveyed and reviewed the pattern of members' pick-up of orders and as a result, limited 'pick-up' of parcels to 4 days a week to facilitate internal filing and compliance work;
6. Carried out an internal compliance test against the Department of Health guidelines;
7. Reviewed and, where appropriate, adjusted insurance cover;
8. Engaged professional assistance as an advisory service for customer service;
9. Instituted accounting practice changes to further streamline inventory and cash management;
10. Introduced a disclosure statement of the value of volunteers, donations and pro-bono services, which can be seen in the Financial Report 2019; and
11. Tailored, in conjunction with the Association's legal firm, an updated Constitution to be adopted by Special resolution today.

All in all, it has been a productive year but of course, there is much to do going forward.

From a financial performance perspective, it has been a very challenging year.

Cost pressures have been very significant over the past year (insurance, utilities, wages) whilst income opportunities have been very limited. Indeed, were it not for the donations and volunteering that the Association receives, it would not be possible to provide the service that is so diligently provided by the combined resources of the Association.

During fiscal 2019, the Association picked and packed for 5,822 individuals generating 32,513 packages at an average value per package of \$362; this, to make a point, is high volume with low value. An extraordinarily labour-intensive logistics exercise. For completion, the average amount paid by Medicare for supplies to each member for the year was \$2,006.

Credit for the excellent logistics performance goes to the dedicated staff and volunteers at the Ostomy Association of Melbourne, who give of themselves day in day out all year around.

I take this opportunity, on behalf of the Governing Committee to thank everyone for their loyalty and dedication.

Efrem Goldhammer OAM
President