

ATTENTION: ALL MEMBERS OF THE OSTOMY ASSOCIATION OF MELBOURNE (OAM)

Dear Members

At OAM we understand the vital role we play in supplying our valued members with products in a caring and competent manner. We take our duty of care towards our members very seriously and are writing on this occasion to explain that we also have a duty to our staff and volunteers to provide a safe and healthy workplace, free of abuse and bullying.

It saddens me to write that recently our staff have encountered instances of abuse and rudeness, approaching bullying, by members or their representatives. A recent incident of telephone abuse was so grave and distressing that the staff member has resigned. Thankfully such incidents are isolated because most of our members are wonderful people and a pleasure to deal with.

Abuse and bullying toward those trying to assist are completely unacceptable and will not be tolerated by the Association. In extreme cases, we will have no hesitation in denying further service to the member concerned or refuse to deal with their representative.

OAM prides itself on serving members in a caring, courteous and efficient manner and we appreciate that ostomy products are vital to all of us. Circumstances may arise where members are frustrated or upset that a product is not available or meeting their needs, but please understand we will always endeavour to help. We would ask that, in return, members of the Association always treat our staff and volunteers with patience and courtesy.

Thank you.

Efrem Goldhammer
President
Ostomy Association of Melbourne

Dated:03 December 2018