

General Managers Report

As we come to the end of another challenging year, I am happy to report that we have resumed all pre-covid services – and added a few more as well. On the bright-side, Covid has taught us new ways of doing things and we are better equipped to assist members remotely.

Zoom has allowed us to offer member meetings to anyone with a computer – no matter where you live. While these meetings started as a way to tell new members about their association and how we can assist them, they have grown with a much broader agenda and range of topics. With something to offer everyone, our audience continues to grow. If you haven't joined our monthly meetings yet, I urge you to give it a try.

Our clinic is open at our Stanmore premises on the 1st 3 Thursdays of each month and can also be accessed by phone and email. Wherever you are, you can access a stomal therapy nurse. This is an essential service to those members living remotely and to any member who doesn't have a regular STN they can call on. We do urge members to see their nurse, at least annually, even if you aren't experiencing problems, to review your product usage.

What a joy it has been to bring back our face-to-face Education & Information Days. Along with our sister association, Ostomy NSW, we ran 2 days this year. The first in the Newcastle region and the second in Sydney. We aim to run 3 days per year, 2 in regional areas and 1 in Sydney. I hope to meet you at one of these days soon.

The Penn Foundation are continuing their support for our STN Scholarship and we will announce this years winners in December, 2022. The aim is to encourage nurses to undertake the stomal therapy qualification and increase the number of stomal therapy nurses available to our members, particularly in remote areas, but also in Sydney. With a shortage of nurses everywhere, it's essential we provide this support.

Volunteers play many important roles at NSW Stoma: on our governing board, our reception, our warehouse and behind the scenes. If you have time and think you can help, go to: <https://www.nswstoma.org.au/volunteers/>. We would love to see you.

In the coming year we plan to bring you a new and improved online ordering system, with member login and access to your account balance and past orders to make ordering simple, fast and easy. There is a lot of work happening behind the scenes to make this happen, and I know many of you will appreciate the benefits this system brings. For those of you who want to post your orders, we will always offer alternative methods so that all our members are catered for.

We have had a couple of board changes in the last year. A special thank you to Ken Batten for his work on our board, taking on every role asked of him and giving 110% to everything he did. He will be a hard man to replace. Kingsley Liu and his legal expertise will also be greatly missed. A warm welcome to John Hickey and Graham Lawson. Our board are all ostomates and members and volunteer their time. We are fortunate to have such high calibre directors to ensure we remain an efficient, reliable and sustainable organisation, offering our members the best service we can. Thank you to all.

Mary Egan
General Manager
NSW Stoma Ltd