

# Annual General Meeting

**Petersham RSL, Saturday 2nd December, 2017**

**Attendance:** Board Members: W Riordan (Chair), T Riordan (Treasurer), C Quast (minute taker for meeting), P De Luca, M O’Connell, E Tomczyk, Ian Murray, Janice Anderson, Stomal Therapy Nurse: A-M Lyons

**Apologies:** Felicity Tomczyk

**Plus, NSW Stoma Limited members:** quorum reached, associate members plus two staff members, Hedy and Fiona.

## Agenda

- **Meet with suppliers**

Meeting opened at 1.49pm by Bill Riordan (Chair).

Carol read out our Mission Statement of NSW Stoma and presented a PowerPoint on behalf of Anne Marie which explained information about NSW Stoma Limited activity and facts.

The Agenda for the meeting was presented.

- **Principal Activities**

- Supply surgical appliances and services under the Federal Government Stoma Appliance Scheme.
- Members with: Colostomy, Ileostomy, Ileal Conduit (Urostomy) or any other external pouch.

- **Membership**

- 6,300 active members of NSW Stoma Limited as of November 2017.
- 4,400 members of ACSA nationally.

- **Operational Times**

- Monday to Thursday – 9.00am to 4.00pm.
- Friday – 9.00am to 2.00pm.

- **Board of Directors**

- Eight directors: Bill Riordan (Chair), Trish Riordan (Treasurer), Ian Murray (Secretary), Michael O’Connell, Peter De Luca, Eugene Tomzyck, Janice Anderson and Carol Quast.

- **Staff and volunteers (March 2017)**

- 10 paid employees.
- 2 volunteers.

- **Stomal Therapy services: Anne-Marie Lyons our Stomal Therapy Nurse**

Support for all members by appointment on the 1st, 2nd and 3rd Thursday of the month 11.00am to 1.00pm (phone NSW Stoma for appointment).

## Agenda

- **Refurbishment**

This has cost just over \$300,000 for the offices and warehouse and \$120,000 for new computer hardware and software being implemented.

- **Fast Facts**

- 12,000 members in NSW alone (NSW Stoma Limited and Ostomy NSW Limited) (44,000 nationally).
- 3,500 products distributed per month each association.
- Average 160 orders per day (peak at 280 1st of month).

- **Brands and Products**

- Over 1,100 products in stock.
- 3,300 products distributed and sent each month.
- High volume and > 5 members = in stock.
- Lower volume < 5 members = 48 hour turnaround from suppliers.
- New products in stock after 6 – 8 members ordering monthly.

## NSW Stoma Limited – Objectives

- **Short term objectives**

- Continue to provide efficient and accurate delivery of stoma appliances and ancillary products to our members.
- Keep members informed of any issues that directly affect their deliveries or products without at any time attempting to provide or imply medical advice.

- **Long term objectives**

- Be recognised by our members as a company that excels in member service.
- Improve the wellbeing and quality of life of all ostomates and the community in general.

- **Strategies**

- Training of our staff and volunteers.
- Maintain adequate premises.
- Make the best use of technology.
- Adoption and use of a financial model that ensures long term viability, liquidity and solvency with capacity for growth.

## NSW Stoma Limited – Objectives

- **The Chairperson’s Report: Bill Riordan**

The Chair Bill Riordan reported and discussed “Why are we here?”  
“What of the future, where to?”

Bill discussed NSW Stoma’s objectives as seen in the PowerPoint.

Bill reported that in 2008 we had 1,000 – 1,300 members, from then to now our members is now approximately 6,300 – a members growth rate of 13-15%.

He reported that NSW Stoma Limited is one of the largest associations in Australia with an annual turnover of approximately \$13.5 million annually. The aim of NSW Stoma is not to make a profit and any surplus is put to the benefit of members.

He reported that some medical information states that there is an increase in Bowel Cancer 16,682 diagnosis, a 12.4% increase which is in line with our increase of membership.

Bill reported that in September 2014 that NSW Trading advised our organisation had outgrown its status and had to change to a company limited by Guarantee while still operating as a not-for-profit organisation.

- **Treasurer’s Report: Trish Riordan**

The full financial will go onto the website so members can access if required.

A hard copy can also be sent to members if they request it or a soft copy sent by email.

Trish stated that NSW Stoma made a surplus of \$85,523 (\$74,012 last year).

We have had extensive refurbishment. The building was valued before refurbishment. The valuation then was \$1.1 million, now the new valuation after the refurbishment is just over \$2 million.

**Finalised financials to go onto the website**

**Emails to be collected in the future on data base**

**Financials once finalised to go out by newsletter with products**

- **Bill introduced our speaker for the AGM**

Kirsty-Lee Raso, Dietician from Concord Hospital gave a talk on nutritional advice for ostomates.

Hedy and/or Anne-Marie were going to ask if it would be OK to get a copy of Kirsty-Lee’s PowerPoint to put on our website for members to access.

**Anne-Marie and or Hedy to get a copy of Nutritional Information for Ostomates and put on our website**

Close of meeting at 3.30pm