

# QUEENSLAND STOMA ASSOCIATION LTD

## CHAIRMAN'S REPORT FOR THE FINANCIAL YEAR ENDED 30 JUNE 2022

The financial year ended 30 June 2022 has been a most successful one for QSA with effective management and strong financial outcomes. We have faced the continuation of the operational problems resulting from COVID19 and the difficulties of operating in a safe manner while still providing the full range of association services. Our staff and volunteers have not only overcome these challenges but have excelled in providing an exceptional level of support to all members and particularly to those who have encountered personal difficulties in their stoma management. The number of members we provided support for during the 2021/22 financial year was 4,555. The value of ostomy supplies provided to our members under the Stoma Appliance Scheme this year totaled \$10.33 million and the cost of running the Association for the year was \$853,310.

### **Support Activities**

The most important aspect of our support work is the supply of stoma products to our members. This is a huge task and the extent of these activities is shown by the number of orders we processed for our members during the 2021/22 year. A total of 25,767 member orders were processed, involving the preparation of 308,871 individual ostomy items for dispatch. These orders were assembled from a range of over 4,000 ostomy items available through the SAS. The work in receiving member orders, obtaining the items needed from 31 different national supply companies, allocating the supplies to member parcels and dispatching them on a monthly basis is the major task undertaken by QSA. The work must be done in a timely manner to ensure all members have their essential supplies available when they need them. This activity requires extensive warehousing and dispatch systems and a high level of skill on the part of our team.

The ongoing COVID 19 emergency required positive planning to be undertaken by QSA to ensure continuity of operations during the pandemic. Where warranted by COVID circumstances, staff and volunteers worked from home to ensure they did not risk transmission of the virus when they had been diagnosed as positive or were symptomatic. The STN Clinic has continued limited operations within a COVID safe environment. In addition, QSA has enhanced the staff assisted special member support facility which provides a high level of support to new and existing members who need additional help in dealing with their ostomy problems and in ordering their ostomy supplies. QSA is also a NDIS provider which enables NDIS ostomates who require ostomy products outside of the SAS to have an alternative consumables provider.

### **The Queensland Ostomate Support Program**

In the latter part of 2021, QSA was invited by the Queensland Department of Health to manage a Queensland wide support program which provides emergency out of hours assistance to ostomates living in Queensland. This innovative program is designed to overcome a lack of support when ostomates have urgent problems outside of their usual association's business hours. Under this program all ostomates can contact an emergency number after hours to arrange emergency stoma

supplies or other assistance with their stoma management. Arrangements can be made for urgently needed supplies to be collected from one of two Brisbane locations or sent by express post if pickup is not possible. The service also provides support, advice and assistance including phone consultation with a Stoma Therapy Nurse if needed. The support is provided by a team of experienced staff and volunteers who operate independently from QSA. Ostomates using the service are advised to contact their normal association on the next opening day for follow up assistance.

The service provides a way for all Queensland ostomates to obtain emergency help seven days a week, generally overcoming the need for them to attend at hospital emergency departments. There has been an overwhelming increase in the use of this service as it has become more widely advertised.

### **The final development of the online Member Ordering Portal**

The QSA Member Portal is now in being used by the majority of QSA members to facilitate the lodgment and progress tracking of orders. This facility can be accessed via the QSA Website and provides many benefits over non portal ordering including faster and more accurate order processing. All QSA members are now asked to change to the Portal unless they do not have computer access. At this time nearly 60% of members are using the Portal and have expressed a high level of satisfaction with the benefits it provides, including faster turnaround of orders. The benefits of the Portal have been recognized Australia wide to the extent that arrangements have now been made with our national association for the Portal to be made available to all associations.

### **Appreciation of the contribution of staff and volunteers**

I again wish to acknowledge that the success achieved by QSA is only possible because of the contributions made by our staff, voluntary officials and volunteer helpers. The QSA Board members and Kylie our manager have worked together with our staff and volunteers to provide the planning and direction which form the basis of our successful operation. On behalf of the QSA Board I would like to thank our staff and our volunteers for their work particularly with the difficulties of operating during COVID19. I would like to add my personal thanks for the assistance our Board Members, staff and volunteers have provided to me personally.

In concluding I wish to express my thanks and appreciation to all our members for the support they have given to Queensland Stoma Association Ltd over the last year and for the understanding and appreciation they have shown in the difficult circumstances we have all suffered because of the pandemic.

Gerald Barry AM

**QSA Ltd Chairman**

10 September 2022