

Newsletter Changes

Welcome to the first of our new look newsletters.

We are now distributing this with your orders to reduce postage costs and redirect funds into improving member services.

Four newsletters will now be issued each year:

- Autumn—in March
 - Winter—in June
 - Spring—in September
 - Summer—in December
- In addition, contributions from members are most welcome. Please notify the Newsletter Editor. Our contact details are shown on the back page.

In this issue:

- Sydney Markets and ONL STN Scholarships Awarded
- Bar coding and scanning to improve processing member orders
- St George Hospital STN Clinic operating at ONL again in 2011

Volunteers

ONL was founded by ostomates who united to help each other.

Those early volunteers worked tirelessly over many years to achieve access to the stoma supplies that our members now receive.

ONL still has limited financial resources and support and is very dependent on volunteers to help with the distribution of member orders, with office work and assist the Directors with special projects.

Our Directors are also volunteers

and welcome those who may wish to join the Board.

Please contact Tom Flood or Michael Peebles, AM if you, or your friends or relatives would like to help.

Message from the President, Tom Flood

As always, I am very grateful to our General Manager, our employees, our volunteers and my fellow Directors for continuing the good works of our association.

2010 was another year of change and growth for ONL. We are now well established in our home at Kirrawee, but need to continuously improve and modernise to keep up with our growing membership.

We continue to work with our sister association, CA NSW, in organising regional meetings and supporting ostomates as much as we can.

ONL is the largest member of the Australian Council of Stoma Associations (ACSA) and Sydney will be hosting the ACSA annual conference in October 2011. An "open day" will be arranged for members to attend to meet and view the latest products.

ONL is a registered charity and deductible gift recipient. You may be in a position to help ONL financially, or perhaps if you have a birthday coming up, ask family or friends to make a tax deductible donation on your behalf.

ONL member number (if applicable):	
Please accept my tax deductible donation of	\$
<input type="checkbox"/> Please charge this amount to my Credit Card	
<input type="checkbox"/> Visa	
<input type="checkbox"/> Mastercard No	
Expiry Date:	
Name on Card:	
Card holders signature:	
<input type="checkbox"/> Cheque made payable to "ONL" is enclosed for the amount of this donation	
<input type="checkbox"/> Please deduct this amount from my member account	
Please issue tax receipt to:	
Mr/Mrs/	
Address:	
Telephone:	Email:

STN Scholarships Awarded

ONL Vice President, Warren Nalty, presented the 2010 STN Scholarships in December.

There were six recipients who equally shared the total scholarship pool of \$10,000:

- Sarah O'Shannassy
- Colleen Mendes
- Alison Carson
- Elise Tucker
- Daniella Marjanovic
- Lara Riley

ONL initiated the Scholarship in 2009 as a means of helping nurses pay for the costs of their STN studies.

In 2010, the amount of funds available increased by the generous sponsorship of \$5,000 from Sydney Markets via the NSW Chamber of Fruit and Vegetable Industries.



Warren Nalty with scholarship recipients (from left to right) Sarah O'Shanassy, Colleen Mendes, Alison Carson, Elise Tucker, Daniella Marjanovic and (inset) Lara Riley

Barcoding and Scanning to Improve Member Orders

This year we are making more big changes to our information technology systems by introducing bar coding and scanning.

This will improve the processing and dispatch of member orders by eliminating several manual processes and thereby save time and achieve better accuracy.

This is particularly important in an environment where we either employ additional staff to cater for the growing number of members and still provide a high level of service, or make better use of technology to achieve the same result and avoid passing on increased costs to members.

As an example, last year we issued an average of 639 mem-

ber orders a week. This had increased to 670 as at the end of January this year.

To offset the costs of implementing bar coding and scanning, we have applied for a grant under the Community Development Support Expenditure program.

We expect to know the result of our application around April. If you would like to know more about it, check out the Clubs NSW web site.

There needs to be an appropriate amount of time allocated for implementation and testing of bar coding and scanning, so we are aiming to have the technology to fully operational by the end of 2011.

Once this happens, we estimate that the current 7 to 10 working days allowed for delivery of member orders will be reduced to 3 to 6 days.

What is a barcoding and scanning?

A barcode is an optical machine-readable representation of data, which recognises the product when electronically scanned into or out of a computer.

The first use of barcodes was to label railroad cars, but they were not commercially successful until they were used to automate supermarket checkout systems, a task for which they have become almost universal. Their use has spread to many other tasks.

St George Hospital STN Clinic

St George Hospital STNs will again operate a clinic in 2011 at ONL on the following dates.

Appointments are essential and can be made by calling 02 9542 1300.

The clinic only operates on

Wednesdays and is open from 2.00 p.m. to 4.00 p.m.

Dates for 2011 are:

- ◆ 2nd February 2011
- ◆ 13th April 2011
- ◆ 1st June 2011
- ◆ 3rd August 2011
- ◆ 5th October 2011
- ◆ 7th December 2011



Daniella Majanovic, one of the St George Hospital Stomal therapy Nurses who operate the clinic

Some FAQs

What is an Ostomate?

An ostomate is someone who has a stoma, which is a surgically created opening in the body to act as an exit for body waste. A stoma is for the large bowel (colon) or small bowel (ileum) or the urinary tract.

Why are ostomates members of ONL?

The PBS and SAS enable ostomates to receive approved supplies free of charge if they are a member of an association such as ONL.

The products supplied by ONL to ostomates are determined by the ostomate in consultation with their Stoma Therapy Nurse (STN).

Do ostomates have to pay to be a member of ONL?

A membership fee is paid on joining and renewed annually. Fees are currently \$45 for ordinary members, \$35 for pensioners and \$10 for associates.

Postage and handling charges also apply to supplies sent by post.

Some non-PBS supplies are sold by ONL.

Who pays for my supplies?

The SAS provides assistance to all Australian residents who have undergone stomal surgery and is a national program of the PBS.

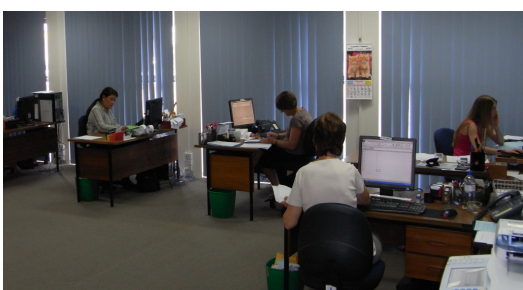
The Commonwealth Government fully subsidises stoma appliances and pharmaceuticals used by entitled ostomates..

ONL purchases and issues supplies to our members and is then reimbursed by the Government.

The founding members of ONL (and other associations) worked tirelessly for many years to achieve the unique benefits received by ostomates in Australia.

What else does ONL do?

ONL cannot give any medical advice but does facilitate contact between its members and health professionals as well as supplier company representatives.




Office Team processing Member orders




Jim and Aye Aye checking orders before dispatch


Contact Us

Ostomy NSW Limited
6/555 Princes Highway
Kirrawee NSW 2232

 Tel: 02 9542 1300

 Fax: 02 9542 1400

 Email info@ostomynsw.org.au

 PO Box 3068. Kirrawee DC 2232

 www.ostomynsw.org.au

Hours of Operation

We are open four days a week Monday to Thursday.

Counter hours are 9:00am to 2:00pm.

Did You Know?

ONL is a not for profit organisation operated for the benefit of its members and relying on their support and that of friends and volunteers.

ONL's primary function is to distribute supplies to members, who are ostomates. There were 6,192 active members at the end of January this year.

These supplies are generally those approved under the Pharmaceutical Benefits Scheme (PBS).

ONL is regulated under the Corporations Law in accordance with its status as a non listed public company, limited by guarantee and owned by its members.

A Board of Directors is appointed at the Annual General Meeting by the members. Office holders, such as President, Vice President, Secretary and Treasurer, are appointed by the Board.

ONL originated in 1958 and is a registered charity. Donations of \$2 or more are tax deductible.

Board of Directors

Tom Flood, President
Warren Nalty, Vice President
Heather Hill, AM, Secretary
Gerard Watts, Treasurer
Stephen Grange, Director
Bob Newman, Director

Company Secretary & General Manager

Michael Peebles, AM

Your ONL Team

Operations Supervisor — Colleen Lamond
Office Team — Ros Hartenstein, Cheryl Mellor, Aye Aye Myint, Frank Yu, Norma Nicholas, Kim Swain, Kelly McGee, Natalie Wilks
Warehouse Team — Barry Shaw, Janice Shaw, Jim O'Sullivan

Member Orders

Orders can be mailed, faxed or emailed .
The email address is orders@ostomynsw.org.au
Orders can be collected at ONL or sent via Australia Post.

Packing & Handling Recoveries

These include postage and are currently \$11 for NSW & ACT and \$14 for other States, per parcel. These will increase on 1 Jan 2012 to \$12 and \$15, respectively.

Member Accounts

You may find it cheaper and easier to maintain a member account, paying an amount once or twice a year in advance for delivery, membership, raffle tickets, non-PBS items or donations.

Payments

Payments for all services can be made by cheque, money order, credit card (minimum amount \$33) or electronic funds transfer to BSB 112-879, Account No. 456643389, quoting your membership number and the reason for the payment (e.g. postage).

Please note that cash and EFTPOS are only available if you are paying in person at Kirrawee.

Do not send cash with orders.