



Ostomy Tasmania Incorporated

NEWSLETTER No. 210

December 2020

(Supplement to Ostomy Australia Volume 29 No 3)

AS THINGS STAND (COVID)

We are continuing to adapt according to the evolving circumstances caused by the COVID pandemic, and it is a credit to our volunteers / staff /suppliers that since the pandemic first emerged in Australia in March we have been able to continue to meet clients' needs without experiencing too much disruption to service.

It is also worth mentioning that we at Ostomy Tasmania have appreciated the high level of understanding and patience demonstrated by many of our ostomates, especially given the uncertainty created by necessary workplace changes in adapting to the "new normal".

Obviously this pandemic is far from over and we need to be mindful with borders again opening (and until an effective vaccine is found) that we may still need to be ready to react at short notice if/when required. Please be aware that if changes are necessary we will post updated notices prominently on the front page of our website (ostomytas.com.au).

In the meantime, we will continue to open our office for collections to the public on Mondays 9am – 3pm (closed 12-1pm), or by appointment on other normal week days (mornings only). Closed public holidays.

We request that if you can afford the postage please continue with that option, as this helps us deal with orders in a timely manner. One benefit of the changes in our office staffing and procedures is that we are now mailing out with Australia Post most week days, meaning you will (hopefully) receive your order faster.

Email or online order forms are the preferred method for ordering, however phone orders can also be made weekdays 9am – 1pm.

As always it is recommended that you keep 3 weeks supply in reserve at any one time in case of supply difficulties.

Please address all correspondence to: The Secretary

Mail: P.O. Box 280, Moonah TAS 7009

Phone: (03) 6228 0799

Fax: (03) 6228 0744

Email: admin@ostomytas.com.au

Please cross all cheques and money orders and make payable to: Ostomy Tasmania

NEXT MEETING

DATE & TIME: SATURDAY 20 MARCH 2021, 2.00 pm

PLACE: Ostomy Tasmania Distribution Office, St Johns Park, New Town

All members and friends are invited to attend the Management Committee meeting as observers. Company representatives are sometimes present, so you're welcome to come along and check out their new appliances.

PLEASE CHECK YOUR PARCEL

Please make sure you **PROMPTLY OPEN** and **CHECK THE CONTENTS** of your parcel as soon as you receive it. We make every effort to get your order right, but occasionally mistakes are made. If you receive the wrong appliances, we need to know as soon as possible and **definitely within the same month you received the parcel**, otherwise we are unable to make any exchange.

ACSA CONFERENCE CANCELLED

In our last correspondence we reported our intention of hosting the next national conference for the Australian Council of Stoma Associations (ACSA) from October 15 - 18, at the Hotel Grand Chancellor, Hobart. However due to the difficulties that COVID-19 has presented this event was subsequently cancelled. Instead, associations were able to participate in a teleconferencing AGM to be held later in the year. We realise this may be disappointing news for many clients who would have liked to have had the opportunity to attend, however unfortunately circumstances out of our control have intervened. The next national conference is scheduled for Brisbane in October 2021. Keep a check on the ACSA website for more information.

YOUNG OSTOMATES UNITED INC.

"Problems and Practical Solutions" and "Did you know?" are publications put out by Young Ostomates United Inc. (based out of Victoria). According to their website "We are an Australian-based, non-profit organisation that aims to encourage support and friendship between young people with a stoma, their families and friends and to provide resource material to both new and well-established ostomates. Our activities include regular informal social gatherings, educational meetings, provision of a peer counselling (visiting) service for people about to undergo ostomy surgery (pre and post operative), the support of ostomy projects - World Ostomy Day, Stomal Therapy Week, etc. - and liaising with Ostomy Associations. Membership of YOU Inc. caters for ostomates of all ages – from newborn onwards - their family and friends, health professionals and for those interested in the young ostomates' wellbeing." If you wish to obtain a copy of their publications, and other helpful information, check out their website: youinc.org.au or contact Helen at helshae@hotmail.com.

INFORMATION FOR MEMBERS

You **MUST** be a financial member before any appliances can be issued to you. If you are unable to pay your annual Stoma Appliance Scheme Access Fee + Association Service Fee which is due on 1 July each year, please contact the Secretary for a Time Payment request.

POSTAL ORDERS

- **ALL ORDERS** should be addressed to **P.O. Box 280, Moonah, 7009**.
- Please state your order clearly, **quoting the brand name, code no., size and number of appliances you require**. Remember to **include your name and address**.
- Please DON'T ask for "*my usual order*." Although we have a record of your usual appliances, we don't always know what your usual accessory items are. The best way to ensure you get what you want is to *quote the brand and code no.*
- Make sure to **allow at least THREE weeks for return delivery**, especially when ordering a two-month supply (including holiday orders).
- **POSTAGE, PACKAGE AND HANDLING - \$15.00 per parcel** (extra for large parcels)
- Please include this payment with your order. Remember to **cross all cheques and money orders** and make them payable to **Ostomy Tasmania**. **Write your name and address on the back of money orders**.
- We have the facility to run a postage account for you if you would like to pay a bulk amount of postage money (up to 12 months), thus saving costs of multiple cheques, money orders etc. In this case, you can submit your order by fax, email or online ordering. NB: **Phone order availability limited during the COVID-19 pandemic**.
- You can make an internet transfer to our bank account (BSB 807 009, Account No. 5109 4661, Name of account: Ostomy Tasmania Inc.) **Make sure you include member's full name as a reference**.
- **Email:** admin@ostomytas.com.au
- **Online:** at www.ostomytas.com.au NB: Credit card payment via "**Payment**" page
- **Fax:** 03 6228 0744
- **Mail:** P.O. Box 280, MOONAH, Tasmania 7009

COLLECTIONS

- **CURRENT OPENING HOURS: Mondays** (excluding Public Holidays) **9.00 a.m. - 12noon and 1.00 pm - 3.00pm**. Other business days strictly **by appointment** only.
- **WHERE:** St Johns Park, New Town: Amenities Building, which is the second building on your left as you turn in to the St Johns Park complex (Woodhouse Road) from Creek Road. Look for the "Ostomy Tasmania" signs on the building. A few parking spaces are available outside the building (look for the signs).
- Bring a box end (with code number) along so we can see what you require.
- **Credit card** and EFTPOS facilities are available at the Distribution Centre.

INFORMATION FOR MEMBERS ...continued

The phone number for the Distribution Office is 03 6228 0799. Calls may go to the answering machine during COVID-19 pandemic. If so you can leave your **NAME, PHONE NUMBER** and the **REASON** for your call. We will endeavour to return your call as soon as we are able to.

Submit **Online Order Forms** via <http://www.ostomytas.com.au/online-order-form>
Postage must be paid before parcels can be despatched.

CERTIFICATES

APPLICATION FOR ADDITIONAL STOMA SUPPLIES certificates (from your Stomal Therapy Nurse or your Doctor) are required for all issues in excess of the maximum monthly allowances.

- Certificates **must** be on Australian Government form PB050, "Application for Additional Stoma Supplies" and be signed by you **and** the STN or Doctor.
- certificates **must** be for a valid medical reason
- they **must** state the number of appliances required
- **you** will need to contact your STN or GP to renew your certificate every 6 months if the extra product is still required; our office staff can't do it for you.

PLEASE NOTIFY THE OFFICE

- if you have changed your address;
- if you are the relation of a member who has died;
- if you've had a reversal of your ostomy.
- **Don't expect that your Stomal Therapy Nurse will let us know.**

PRICE LIST FOR TAPES, SPRAYS & WIPES

The following items are available for purchase:

Product	Cost	Product	Cost
Micropore 1" (without dispenser)	\$1.50 roll	Micropore 1" (with dispenser)	\$3.00 roll
Micropore 2" (without dispenser)	\$2.50 roll	Micropore 2" (with dispenser)	\$4.50 roll
Hostoma No Smells or Hosgon Room Spray (120 ml)	\$6.00 each	Hypafix tape 10cm x 10m	\$28.00 roll
DuPont Low Lint All-Purpose towels (35cm x 30cm) box/100	\$13.00 box	60cc/ml Catheter Tip Syringe	\$2.00 each
		Hostoma No Smells Room Spray (1 Litre)	\$20.00 each

ANNUAL FEES WERE DUE 1ST JULY 2020

All Australian ostomates are required to pay a uniform fee to be eligible for free appliances from the Stoma Appliance Scheme. The Stoma Appliance Scheme Access Fee is mandatory and it is not possible for us to waive it, nor to supply appliances to un-financial members. This year a \$10 Association Service Fee has been added to assist in maintaining an appropriate level of service to members. Members who cannot pay the full fee at once can apply to pay by instalments by completing a Time Payment Request form available from the office. For the 2020/2021 period, the total fee is:

- **\$70 per year (\$60 SAS Access fee + \$10 Association Service fee) for full members**
- **\$60 per year (\$50 SAS Access fee + \$10 Association Service fee) for concession card holders.**

Your fee **MUST** be paid the first time you order appliances after 1 July 2020, or an agreement to pay the fee by instalments must be entered into. Concessional categories include full and part Centrelink pension and Healthcare card holders.

Reminder: Please make sure money orders and cheques are made payable to "Ostomy Tasmania Inc." Direct Credit payments must include member's name as reference.

SUPPORT GROUP REPORTS by Adrian Kok

IMPORTANT NOTICE: All Support Group meetings have been cancelled for the foreseeable future because of COVID-19. If the situation changes a message will be posted on the "Notices" page on our website www.ostomytas.com.au
For further information, contact convener Adrian Kok - Ph: 0498196059 or email: leah.kok@hotmail.com.

THE BIG PICNIC event!

At the time of publishing this newsletter Ostomates Tasmania support groups were about to hold a SPECIAL one day event to get everyone all together during the Covid crisis, held at ROSS on Wednesday 18th November. Such events are important opportunities for the ostomate network of family and friends to stay in touch and provide support for one another during times of uncertainty, and (for many) additional hardship. Full acknowledgement to Adrian & Leah Kok for organising. A reminder to readers that events of this nature are published on the "notices" page of our website at ostomytas.com.au. Keep a regular check on this page for any updated information.

OUR STOMAL THERAPY NURSES

SOUTHERN REGION

Madi Bradshaw	Royal Hobart Hospital (Ward K9W)
Tesse Bonde	The District Nurses (ph 6208 0500)
Annette Goulding	Royal Hobart Hospital (Ward K9W)
Sonia Hicks *	Stomal Therapy Dept, RHH; (ph 6166 8283)
Heather Noga *	Hobart Colorectal Clinic, Lenah Valley; (mob 0417 366 769)
Vanessa Rhodes *	Stomal Therapy Dept, RHH; (ph 6166 8283)
Megan Twaits	Royal Hobart Hospital (Ward K9W)

NORTHERN REGION

Teena Carydakis*	Stomal Therapy Dept, LGH; (ph 6777 6832)
Carolynne Partridge	Specialist Clinic, Launceston General Hospital
Kristy Willis	Ward 5A, Launceston General Hospital
Elizabeth Cute *	Calvary Campus St Vincents (ph 6332 4835)
Leanne Bedwell	Calvary Campus St Vincents
Deborah Franklin	Regis Aged Care, (ph 0438 445 338)

NORTH WEST REGION

Michelle Emin *	N.W. Regional Hospital, Burnie; (ph 6493 6274)
Andrea Hicks *	Mersey Community Hospital; (ph 6478 5387)

(* STNs occupying official Stomal Therapy positions are shown in **bold**. Sonia and Vanessa are job sharing at the RHH)

MANAGEMENT COMMITTEE & STAFF

OFFICE BEARERS

PRESIDENT	Mr Peter Clarke, Lenah Valley 0418 146 142
VICE PRESIDENT	vacant
SECRETARY	Mrs Sue Hoyle, Kettering 0417 122 153
TREASURER	Mr Chris Laughher
MINUTE SECRETARY	Ms Rebecca Thompson

COMMITTEE

Mrs B. Clarke, Mrs M. Ferguson, Mrs S. Hicks RN, Mr A. Kok, Mr P. Emery, Mrs Tess Bonde

ADMINISTRATIVE & BUSINESS SUPPORT

Mrs Melissa Ferguson, Mrs Karen Hooker, Mr Philip Emery

SEMI COLONS CANCER SUPPORT GROUP

Semi Colons Cancer Support Group offers support and information for men and women (with or without ostomies) in Southern Tasmania who have been impacted by Colorectal Cancer.

Note: support group meetings have been cancelled until further notice because of COVID-19, however people can still call Psychosocial Phone Support on 1300656585 or Cancer Council helpline on 131120 (Oncology trained nurses able to give advice on COVID-19 impacts).

UPDATE YOUR MEDICARE DETAILS

Services Australia have instructed all Ostomy Associations to make sure client Medicare details (ie. valid numbers and expiry date) are up to date in their databases. Therefore, we request our members to please ensure when sending in your order forms or membership renewal notices that you remember to include your current Medicare and Concessional Card details – including expiry dates. Medicare card numbers should include the Individual Client Reference Numbers (11 digits). Thank you for your assistance.

PRESIDENT'S ANNUAL REPORT

COVID-19 has had a major impact on all our lives during this past year, including the operations of Ostomy Tasmania. Working arrangements and volunteering arrangements were modified in order to maximise safety for all. Collections were halted for some time, with all orders being despatched with Australia Post. Our March Committee meeting was also cancelled due to the restrictions and health advice at the time. Through all this our staff and volunteers have continued to work hard for the benefit of our members. Once again we offer them our sincere thanks for the great work they continue to do. And thank you to our members, who have adapted to these changes with understanding and minimal fuss. Ostomates are a resilient bunch!

This year we have had to make a modest increase to the membership fee, in order to cover our operating costs. Members were advised of this in a recent newsletter. Despite this, members receive great value for money, and we are grateful for the Stoma Appliance Scheme.

Peter Clarke
(President)



NO MORE RAFFLE!

We wish to advise ostomates that the \$50 raffle ticket prize (traditionally drawn at our September AGM and March General Meetings each year) will no longer be run. This is primarily due to lack of sales. We thank those who have supported us by regularly buying tickets over the years, and apologise for any disappointment caused.

METHOD TO STERILISE OVERNIGHT BAGS

In response to an ostomate's family member recent query for finding a solution for sterilising and washing out overnight bags, the following advice was offered by Sonia Hicks – Stomal Therapy Nurse at the RHH:

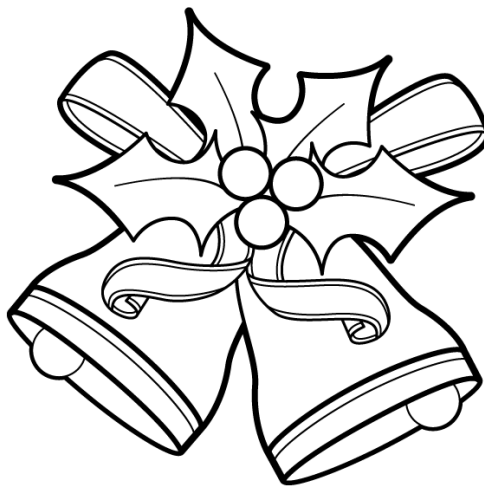
1. Household bleach (eg. 6 teaspoons of Miltons solution to 2 cups water)
2. White vinegar (1/2 cup to 1 ½ cups of water)

Sonia adds - both solutions will sterilise overnight bags, however vinegar is what patients prefer as bleach can stain clothing and flooring. NB: we (STN's) have never advised soap & water to clean overnight bags.

XMAS OFFICE CLOSURE 2020/21

We will close for the Christmas break at 1.00pm on Friday 18th December (last day for collections). We will re-open at 9.00 am on Monday 4th January 2020. Requests for December supplies, and double issues for December/January, MUST be with us by 9am Monday 8th December or we cannot promise you will receive your stock before Christmas, particularly if your product is one that we have to order. A \$50 opening fee applies over the closure period if we have to open up especially for you

MERRY
CHRISTMAS



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