



# Ostomy Tasmania Incorporated

NEWSLETTER No. 197

**August 2016**

*(Supplement to Ostomy Australia Volume 25 No.2)*

## NEXT MEETING (Including AGM)

**DATE & TIME: SATURDAY 17<sup>th</sup> SEPTEMBER, 2.00 pm**

**PLACE:** Ostomy Tasmania Distribution Office, St Johns Park, New Town  
There will be a Management Committee/General meeting followed by our Annual General Meeting. All members and friends are invited to attend.  
Company representatives are usually present, so come along and check out the new appliances. Afternoon tea will be provided.

## MANAGEMENT COMMITTEE & STAFF

### OFFICE BEARERS

PRESIDENT	Mr Terry Gill, Fern Tree (03) 6239 1124
VICE PRESIDENT	Mr Peter Clarke
SECRETARY/TREASURER	Mrs Sue Hoyle, Kettering (03) 6267 4837
MINUTE SECRETARY	Mrs Maree Mills

### COMMITTEE

Mrs M. Ferguson, Mr P. Lopez, Mr C. Spiegel, Ms R. Thompson, Mrs S. Hicks RN, Mrs H. Hortle

### LIFE MEMBERS

Mrs E. Coombe, Mr E. Morling

### ADMINISTRATION OFFICER

Mrs Maree Mills

### ADMINISTRATIVE & BUSINESS SUPPORT

Mrs Melissa Ferguson, Mrs Karen Hooker, Mr Philip Emery

**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](mailto:admin@ostomytas.com.au)

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

## OUR STOMAL THERAPY NURSES

### SOUTHERN REGION

Madi Bradshaw	Gen Surgical Unit, Royal Hobart Hospital
Jane Woolley	Calvary Hospital, Lenah Valley (ph 6278 5229)
Annette Goulding	Gen Surgical Unit, Royal Hobart Hospital
<b>Sonia Hicks *</b>	<b>Stomal Therapy Dept (Ward 2B), RHH; (ph 6166 8283)</b>
Pamela Heathcote	Ward 5A, Royal Hobart Hospital
Margot Hickman	Gastrostomy CNC, Royal Hobart Hospital
<b>Heather Noga *</b>	<b>Hobart Colorectal Clinic, Lenah Valley; (mob 0417 366 769)</b>
<b>Vanessa Rhodes*</b>	<b>Stomal Therapy Dept (Ward 2B), RHH; (ph 6166 8283)</b>

### NORTHERN REGION

<b>Carolynne Partridge *</b>	<b>Stomal Therapy Dept, LGH; (ph 6777 6832)</b>
<b>Kristy Willis *</b>	<b>Stomal Therapy Dept, LGH; (ph 6777 6832)</b>
<b>Deborah Franklin</b>	<b>Calvary Health Care, Launceston, (ph 0438 445 338)</b>
Jennifer Heyward	Calvary Health Care, St Vincents Campus, Launceston

### NORTH WEST REGION

<b>Michelle Emin *</b>	<b>N.W. Regional Hospital, Burnie; (ph 6430 6599)</b>
<b>Andrea Hicks *</b>	<b>Mersey Community Hospital; (ph 6426 5620)</b>

(\* STNs occupying official Stomal therapy positions are shown in **bold**. Carolynne and Kristie are job sharing at the LGH. Vanessa and Sonia are job sharing at the RHH).

## PLEASE CHECK YOUR PARCEL

Please make sure you **PROMPTLY OPEN** and **CHECK THE CONTENTS** of your parcel as soon as you receive it. Our volunteers 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.

## HELP US TO HELP YOU!

Many of our ostomates are unaware that they are able to order their appliances at **any time** during the month of issue, so consequently elect to contact our office on the first Monday of the month in the misunderstanding that this is what is required. This invariably causes an overload on our phone system and we simply don't have enough staff to answer all the phone calls, take messages, serve at the counter, etc. If you are not desperate for your supplies at the beginning of the month we encourage you to wait until nearer the middle of the month before placing your order. This will help alleviate the congestion and means you are less likely to encounter communication issues when trying to contact the office. Thank you for your cooperation.

## 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 membership 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 two weeks for return delivery**, especially when ordering a two-month supply (including holiday orders).
- **POSTAGE, PACKAGE AND HANDLING - \$12.50 per parcel**
- You can pay bulk postage up to 12 months in advance if you wish.
- 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, thus saving costs of multiple cheques, money orders etc. In this case, you can submit your order by phone, fax, email or online ordering.
- 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 your full name as a reference.**
- You can phone the office and pay by credit card (**\$2 transaction fee applies**).

### COLLECTIONS

- **OPENING HOURS:**  
**Mondays** (excluding Public Holidays) **9.00 a.m. - 12 noon and 1.00 pm - 3.00 pm**  
**Tuesdays 9.00 am - 1.00 pm.**
- **WHERE:**  
**St Johns Park, New Town:** the former Amenities Building, which is the second building on your left as you drive in to the St Johns Park complex 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.  
A transaction fee of \$2.00 applies to card payments to help offset our costs.

## INFORMATION FOR MEMBERS ...continued

**The phone number for the Distribution Office is 6228 0799.** If you get the answering machine, please leave your **NAME, PHONE NUMBER** and the **REASON** for your call. Do remember that the Office isn't staffed on Wednesdays and Fridays or weekends, so it is unlikely that you'll get an answer to your call on any of these days. If you call during busy times (Monday & Tuesday) and your call isn't answered, please call back.

**\*\* the answering machine is turned off when the office is staffed.**

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
Hosgon Room Spray (120 ml)	\$6.00 each	Hypafix tape 10cm x 10m	\$28.00 roll
Hostoma No Smells Room Spray (120 ml)	\$6.00 each	60cc/ml Catheter Tip Syringe	\$2.00 each
DuPont Low Lint All-Purpose towels (35cm x 30cm) box/100	\$12.00 box	Hostoma No Smells Room Spray (1 Litre)	\$20.00 each

## MEMBERSHIP FEES DUE 1 JULY

Reminder: Please make sure money orders and cheques are payable to "Ostomy Tasmania Inc."

All Australian ostomates are required to pay a uniform fee to be eligible for free appliances from the Stoma Appliance Scheme. This National Access Fee is mandatory and it is not possible for us to waive it, nor to supply appliances to unfinancial members. Members who cannot pay the full fee at once can apply to pay by instalments by completing a Time Payment Request available from the office. For the 2016/2017 period, our combined fee is **\$60 per year for ordinary members** and **\$50 per year for concession card holders**.

Your fee **MUST** be paid the first time you order appliances after 1 July, 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.

## ARE YOU WILLING TO GET INVOLVED?

Are you willing to become a committee member of Ostomy Tasmania Inc.? It is vital to have an informed, interested and capable committee to manage the Association's affairs. Our Constitution allows for ostomates and non-ostomates to be committee members. Ostomy Tasmania Inc. members and other interested persons are encouraged to air this opportunity amongst their social and business contacts. There are generally only 2 meetings held per year. Contact Sue Hoyle at the office or email [admin@ostomytas.com.au](mailto:admin@ostomytas.com.au) to express an interest. Your input would be most welcome.

## AGM AND ELECTION OF OFFICERS

On Saturday 17 September following the Management Committee meeting, we will hold our Annual General Meeting (see *Notices* on website). All positions are open for election, but we require Management Committee nominees to be suitably qualified and prefer that anyone interested in joining the committee is also able to attend the rooms on a regular, voluntary basis. Nominations should be lodged with the Secretary one week prior to the AGM. Please complete below or ring the office for a Nomination Form, or go to [www.ostomytas.com.au](http://www.ostomytas.com.au)

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### Nomination for Management Committee

I, \_\_\_\_\_

wish to nominate for the position of \_\_\_\_\_

Signed \_\_\_\_\_

Proposer \_\_\_\_\_ Secondar \_\_\_\_\_

Date received by Secretary \_\_\_\_\_

## WHY WON'T MY BAGS STICK?

Article courtesy Ostomy Association of SA (Karen Charsley)

This is very unpleasant and frustrating. There are a few reasons why this may occur, namely:

Sore skin due to leakage under the appliance.

Other skin conditions such as allergy or other dermatological problem.

- Products used can affect adhesion. Please use only products designed for use under your appliance or those suggested by your STN or doctor. If you have prescribed creams/lotions, apply sparingly and let dry if possible. A light sprinkling of stomahesive or adapt powder can help the appliance stick.
- Technique – sometimes habits can creep in which affect adherence. Avoid being rushed: clean and dry the skin well; warm the appliance against your body for a minute or two. If you use both an adhesive remover and barrier film ensure that they are used in the right order, as nothing will stick to adhesive remover.
- Sweat – a light sprinkling of stomahesive or adapt powder can help absorb excessive sweat. Using an unscented roll-on antiperspirant (not deodorant) can assist but test on another part of the body first for any skin reactions.
- Hair – appliances are designed to stick to hair however if you have excessive hair you may find it beneficial to shave. Avoid doing so too frequently as this can cause hair follicles to become inflamed and result in irritation.
- Changes in shape of your belly, through weight loss/gain, surgery or a hernia, can mean that your appliance is no longer appropriate. Please see your STN if you suspect this is the case.

It is recommended that you have your stoma checked every couple of years.

## NEW PRODUCT: 4ME UNDERWEAR

Recently we received at our office some brochures relating to a new line of underwear available to ostomates called “4ME Underwear”. Director & ostomate Michelle Somerville stated... “After having a colostomy I was anxious to find something other than medical grade underwear – something comfortable that felt just like the underwear I had worn before having a stoma. I know that I would have gratefully received any suggestions or alternatives from my association at the time. My primary goal in developing this underwear range was to offer ostomates a choice in underwear – not everyone with a stoma needs the support of medical grade underwear and it’s great to be presented with some affordable options.” Brochures are available from our customer counter, alternatively check out the website: [www.4meunderwear.com.au](http://www.4meunderwear.com.au) for more information.

## WHAT TO DO WITH UNWANTED ITEMS?

Many people will attempt to return to our office (or parcel post at personal expense) items which have been issued but for whatever reason are no longer required. Sadly this can often be a family member or partner who has lost a loved one who was an ostomate and had a large backlog of supplies in the cupboard. If these items (opened or unopened) are outside of their month of issue unfortunately we cannot take them back (or replace them with another). This is because we have already been reimbursed by Medicare for the item/s, and are not permitted to accept returns. However there is something you can do! Your Stomal Therapy Nurse at your local hospital *can* accept these items, and will often distribute them to other ostomates as and when needed. However, you should contact your local STN first to make sure the products are suitable for others and that the STN has room to store them. The appliances may also be able to be sent overseas to ostomates in need via a special fund.

## 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. Meetings are held in Hobart on the third Thursday of every month from 2.00pm to 3.30pm. Ostomates are welcome to attend. For more information please call Cynthia on 6212 5715.

## NORTH & NORTHWEST OSTOMATES SUPPORT GROUPS

*by Jenny Gill and Adrian Kok*

### **OSTOMATES NORTH SUPPORT GROUP - 15<sup>th</sup> June 2016**

As the week commencing 13<sup>th</sup> June was Stoma Awareness Week, it was decided to change the meeting from the 6<sup>th</sup> to the 15<sup>th</sup> June.

To help promote this week and generate an awareness, 3 radio stations together with a full page story in The Examiner on 14<sup>th</sup> June informed the community about the ostomates' support groups in the North and North West of Tasmania. The media coverage certainly helped to promote Stoma Awareness Week with 10 new people attending the meeting at the Cancer Support Centre in Launceston on 15<sup>th</sup> June.

The meeting was well attended with 45 people coming from all over Launceston & surrounding areas. Physiotherapist Ianthe Boden gave a very informative and at times comical talk on hernias. There were also 2 excellent demonstrations from Ainscorp representative, Aleksandar Jakovljevic, and Bruce Anthony, from Convatec.

Three Stomal Therapy Nurses from the Launceston General Hospital also attended and were able to answer any questions people had. Morning tea for both North & the North West support groups is always supplied by the medical companies and is greatly appreciated.

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Jenny Gill, a member of the group, presented the reps from Convatec and Ainscorp with a certificate of appreciation from the North & North West support groups for their ongoing support over the past 3 years since the groups had re-commenced. It was a very successful meeting and great to see several new people attending. The next meeting for the Launceston Ostomates support group will be on Monday 5<sup>th</sup> September 2016 at the Cancer Support Centre Howick Street, Launceston, from 10.00am to 12.00noon.

For any further information or to RSVP to an Ostomates support group meeting, please contact Adrian Kok on 0498 196 059 or 6326 4664.

### **OSTOMATES NORTH WEST SUPPORT GROUP - 20<sup>th</sup> June 2016**

On Monday 20<sup>th</sup> June, 20 people attended the support group at Ulverstone. Representative Aleksandar Jakovljevic from Ainscorp gave an interesting talk about Ainscorp's company SALTS, and demonstrated the new products. This was followed by a very good visual demonstration on a new product by Thea Loiterton from Dansac. Stan Dupont from the Ulverstone Cancer Council was the guest speaker, who gave a short talk about what programs the Cancer Council can offer people, their spouses/partners and families when a loved one is going through the cancer journey. Even if that support is just a chat & a cuppa. Victor Slavin, a member of the group, presented Thea Loiterton with a framed certificate of appreciation from the North West & North support groups for Dansac's ongoing support over the past 3 years since the groups had re-commenced. There was a discussion about the meeting in September and it was decided to promote 19<sup>th</sup> September meeting as a Stoma Awareness Week with a story in the local newspaper, The Advocate. For this meeting there will be a guest speaker as well as the usual 2 company representatives, lucky door prizes and morning tea. The meeting will be held at the Ulverstone Senior Citizens in King Edward Street, Ulverstone, commencing at 10.00am. New and old members are very welcome. For any further information or to RSVP to a support group meeting, please contact Adrian Kok on 0498 196 059 or 6326 4664.

### **NORTHERN TASMANIA SUPPORT GROUP MEETING DATES:**

#### **OSTOMATES NORTH**

NEXT MEETING DATE (to be held at the Cancer Support Centre, 69 Howick Street, Launceston): **MONDAY 5<sup>th</sup> SEPTEMBER** - 10.00am to 11.30am.

There will be a **combined Christmas function** to be held in Launceston on Monday 28 November at the Cancer Support Centre, 69 Howick Street, Launceston, 12 – 3pm

#### **OSTOMATES NORTH WEST**

NEXT MEETING DATES (to be held at the Senior Citizens Clubrooms, King Edward Street, Ulverstone):

**MONDAY 19<sup>th</sup> SEPTEMBER** - 10.00am to 11.30am,

**MONDAY 5<sup>th</sup> DECEMBER** – 10 – 11.30.