



Ostomy Tasmania Incorporated

NEWSLETTER No. 198

December 2016

(Supplement to Ostomy Australia Volume 25 No.3)

NEXT MEETING

DATE & TIME: SATURDAY 18th MARCH 2017, 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. 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 B. Clarke, Mrs M. Ferguson, Mrs H. Hortle, Mr A. Kok, Mr P. Lopez, Mr C. Spiegel, Ms R. Thompson, Mrs S. Hicks RN

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

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
Sonia Hicks *	Stomal Therapy Dept (Ward 2B), RHH; (ph 6166 8283)
Pamela Heathcote	Ward 5A, Royal Hobart Hospital
Margot Hickman	Gastrostomy CNC, Royal Hobart Hospital
Heather Noga *	Hobart Colorectal Clinic, Lenah Valley; (mob 0417 366 769)
Vanessa Rhodes*	Stomal Therapy Dept (Ward 2B), RHH; (ph 6166 8283)

NORTHERN REGION

Sue Delanty*	Stomal Therapy Dept, LGH; (ph 6777 6832)
Teena Carydakis*	Stomal Therapy Dept, LGH; (ph 6777 6832)
Carolynne Partridge	Specialist Clinic, Launceston General Hospital
Kristy Willis	Ward 5A, Launceston General Hospital
Deborah Franklin	Calvary Health Care, Launceston, (ph 0438 445 338)
Jennifer Heyward	Calvary Health Care, St Vincents Campus, Launceston

NORTH WEST REGION

Michelle Emin *	N.W. Regional Hospital, Burnie; (ph 64936274)
Andrea Hicks *	Mersey Community Hospital; (ph 64785387)

(* STNs occupying official Stomal therapy positions are shown in **bold**. Sue and Teena 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.

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 to express an interest. Your input would be most welcome.

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

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.

CONSIDER A DONATION

As a not-for-profit organisation we rely heavily on our volunteers and donations to supplement the generous Federal Government funding scheme set up to assist ostomates on an ongoing basis. As a user of our services, or even if you no longer need our services, please consider making a donation to Ostomy Tasmania Inc. Remember many Ostomates are not as fortunate and must have a stoma for the rest of their lives. As we are a Registered Charity your donations are tax deductible.

NIGHT DRAINAGE BAGS

It is advisable for urostomates to use a night drainage bag, as this allows extra drainage capacity, and alleviates the need to get up every few hours during the night to empty the urostomy pouch.

It is better to connect the night drainage bag to a urostomy pouch already which contains a quantity of urine. The urine can be squeezed through the tube into the night drainage bag. This ensures that air does not collect in the night drainage bag, and urine does not sit in the urostomy pouch itself overnight.

It can be beneficial to place the night drainage bag on its stand into a plastic, rectangular washing-up bowl. If you accidentally catch the tap or it leaks, then the consequential leakage goes into the bowl and not over the floor.

It is essential that reusable night drainage bags are washed thoroughly after every use. It is acceptable to use water on its own.

COURTESY living-with-a-stoma.co.uk

RAFFLE NEWS

Congratulations to the winners of our last raffle, drawn at the September AGM meeting: \$50 Gift Cards were won by Mrs M Hogan and Mr R. Wisby. Thanks to all for your support. Tickets still 50c each or 3 for \$1.00

AGM: PRESIDENT'S REPORT

I have pleasure in presenting my annual report for the financial year 2015/16.

Statistics:	2015/16	2014/15
Ordinary members	328	328
Concessional members	959	971
Department of Veterans Affairs members	46	47
Sub-total:	1333	1,346
Total number of accessing members (including dual stomas & visitors):	1,553	1,547
Total number of claims* processed:	29,263	29,805
Weekly average of claims processed over 50 weeks:	585	596

*A claim represents each individual product ordered by members, which our staff have to pick and either issue over the counter or pack to mail out to members. We claim the cost of these products back from Medicare under the PBS, therefore enabling scheduled products to be available to members free of charge.

Distribution Centre Staff: Paid employees:	Full-time	0
	Part-time	4
	Volunteer pool:	11

Distribution Centre Operations:

Mondays:	9.00 – 12.00 & 1.00 – 3.00	Processing orders received from members over the counter, by phone, post & e-mail including picking and packaging of mail out orders.
Tuesdays:	9.00 – 1.00	Processing further orders received from members, as above
	1.00 – 3.00	Despatch of mail orders and administrative tasks.
Thursdays:	morning	Receipt and shelving of incoming appliances and other stock and administrative tasks.

The Past Year:

The last 12 months have been pretty much “business as usual” and our efforts have been put into providing the best service we can to our members.

Our Distribution Centre: We normally operate under a 2 year lease of the building we occupy, from the Department of Health and Human Services. Although there is no suggestion that we are under any threat of having to vacate at the end of a lease period, the short tenure makes it difficult to do any long term planning. Looking for suitable premises to purchase is ongoing.

Northern & North West Support Groups: During this year, Launceston member Adrian Kok continued to volunteer to convene the Northern support group and also one for our North West members. Thank you Adrian for taking this on and we look forward to your feedback at the A.G.M with interest.

Stomal Therapy Nurse Support: We continue to stand ready to provide financial support to Tasmanian Stomal Therapy Nurses attending conferences and to maintain

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their professional development, although we have not been called upon to do so during the 2015/16 financial year.

IT Matters: As you will have seen from the ACSA President's report in the August issue of "Ostomy Australia", in the coming financial year we will probably be moving to a new information technology platform to manage our product ordering from suppliers, internal stock control and product distribution to our members and so on. The transition will mean some extra work and new learnings for our staff and volunteers. When our turn comes to make the switch, we hope that it will be seamless as far as the membership is concerned. Our website www.ostomytas.com.au continues to be working well. It is pleasing to see that a growing number of members are using it to lodge their monthly orders for supplies. We are interested in getting your feedback on what you think about the site and it's coverage. *Credit Card Facilities:* It is also pleasing to see more and more members are taking advantage of the credit card/EFTPOS facility to pay subscriptions and to keep their postage balances in credit.

Appreciation: May I express, on your behalf, thanks to our staff, both part time and volunteer, for the work that they cheerfully do to keep the Association's services running smoothly for you, the members. I would also like to thank those members who have volunteered to take on executive positions or to serve as committee members. Finally I would like to again recognise the pivotal role that continues to be played by our retained volunteer Secretary/Treasurer, Sue Hoyle OAM. Thank you all.

Terry Gill AFSM, JP – President 17/09/16

PLEASE HELP TO SAVE COSTS

As some of you will be aware the Federal government have decided not to proceed with the proposed tendering process for one piece pouches. This is a great relief to ostomates who may have been affected, however as the latest costing of the Stoma Appliance Scheme is around \$90 million dollars per annum, and steadily increasing, the government will continue to look at ways to contain costs. It is therefore important that members assist as far as possible in preserving the integrity (and generosity) of the scheme: Look to live within the maximum monthly allowances and avoid over ordering (however it is prudent to maintain one month's supply in reserve to protect against delays in ordering – which can occur).

Have your stomal therapy nurse review your stoma and product needs at least once a year to match the most suitable available products to your situation. This avoids accumulation of unsuitable appliances and accessory products.

ROYAL HOBART STNS HAVE RELOCATED

On 16th November the Royal Hobart Hospital Stomal Therapy Nurses moved from their previous location to their new office location on the 4th Floor Argyle Street. Directions: take lifts at the lower ground floor to 4th floor – head to 3rd door on the right – look for name on door. NB: Phone/Fax number unchanged.

NORTH & NORTHWEST OSTOMATES' SUPPORT GROUPS

by Jenny Gill and Adrian Kok

Pictured: North/Northwest coordinator Adrian Kok (right) presents President Terry Gill with a Certificate of Appreciation for Ostomy Tasmania's continued assistance to the Support Groups.

NORTH WEST: On Monday 19th September the North West Coast support group held a Stomal Awareness Day. A few weeks prior to the meeting the Advocate newspaper was contacted to write a story about the support group. The article was to help promote the awareness of people living with a Stoma and also to inform the community about the support group at Ulverstone.



From this article 37 people attended, of whom 13 were new members. The new members found the group most welcoming and the information from the reps and Stomal Nurses valuable. Reps, Dana from Omnigon and Pauline & Gavin from Convatec, conducted very informative presentations. They also helped members with their enquiries, any concerns they had and gave out free samples of their new products. Morning tea was supplied by Omnigon which as always was greatly appreciated by all members. Unfortunately the guest speaker was an apology. However, the same guest speaker has been booked for a meeting in 2017.

The remaining time was easily filled by lots of discussions on several topics, one being a change in day for the support group. The day will change from the 2nd Monday to the 2nd Wednesday every 3 months commencing in 2017.

Having the meetings on a Wednesday morning will be more convenient for medical guest speakers, Stomal nurses and medical reps from the 5 different medical companies, who travel from the mainland to support our groups.

There was also a discussion on the combined Christmas luncheon to be held in Launceston, with many members showing interest in coming.

A Certificate of Appreciation was presented by coordinator Adrian Kok to Dana Hodson, the rep from Omnigon, for the company's support over the past 3 years.

It was also decided to hold a Christmas get-together at the Senior Citizen's Club Ulverstone on Friday the 2nd of December, commencing at 12 noon until 2pm.

Those interested in attending please RSVP Adrian Kok on 0498 196 059 or 6326 4664, no later than the 25th November. All new and old members and their partners/spouses are most welcome

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NORTH SUPPORT GROUP: On Monday 5th September, 33 members attended the support group in Launceston.

A very informative presentation was conducted by the Coloplast rep, Jodie Young. Many members made enquiries about the products during the morning tea break. Thanks to Coloplast for supplying morning tea which is always greatly appreciated by all. After morning tea the members were treated to a talk on the Shetland Islands by the coordinator, Adrian Kok.

Lois Ralph, who has been a member for some time, kindly donates her beautifully knitted lap rugs to all new members. It is a very kind gesture and the rugs are always very much appreciated. Thank you so much Lois.

There was a discussion about this year's Christmas function, which will be a combined function with the North & North West groups. The members decided to hold the Christmas luncheon at the Cancer Support Centre, 69 Howick Street, Launceston on Monday November 28th commencing at 12,00 noon to 3.00pm.

If you would like to attend please RSVP by the 21st November by contacting Adrian on 0498196059 or 63264664. All old & new members and their spouses most welcome.

At the conclusion of the meeting member Jenny Gill, presented a Certificate of Appreciation to Jodie Young, the rep from Coloplast, for all their support with the groups over the past 3 years.

SOUTHERN SUPPORT GROUP?

Adrian Kok, coordinator of Ostomates Support Groups in Launceston and Ulverstone over the past 3 years, is seeking members interested in forming a Southern Ostomates Support Group... "I have seen these two (Northern) groups grow in members and have witnessed the importance of such groups. I have particularly noticed that there is a growing need for such support groups. Living with a Stoma can have its challenges no matter how long you have had it. Meeting other people with similar problems and to be able to talk to people who understand in a private setting, makes a big difference to a lot of people".

Adrian would like to know if there would be a sufficient number of people in the southern region interested in starting up an Ostomates support group. "To start such a group we would require a facility large enough to seat 50 people, access and toilet facilities for people with a disability, and sufficient parking close to the venue. Having a facility that is both private and in a quiet area would be an added bonus. The meeting days would be the 1st Wednesday of March, June, September and December. It is hoped to commence the support group in March 2017."

Anyone who can assist with any of the requirements or knows of a suitable venue, or just wishes to attend the meeting, please contact **Adrian Kok, volunteer coordinator of the North & North West Ostomates, on 0498 196 059 or 6326 4664.**

WHEN WILL MY PARCEL ARRIVE?

We get a lot of calls from members asking this question and lots of them also add that they're wearing their last pouch, or last wafer!

Due to the ever-increasing varieties of new products and sizes on the Stoma Appliance Scheme, we only hold stock of the products for which we have several users. If you

are the **only** user of a particular product size, we will only get that product in once you have placed your order. If you routinely wait between 1 week and 2 weeks for your order to arrive, this probably means that you are the only user of that product. Ask our office staff if this is the case and then you can plan accordingly.

In addition, to assist our supply companies who send our stock free of freight charges, we only order once a week, on Tuesdays. We now have to place our orders with the companies by 10 am on Tuesdays to make sure it reaches us before the end of the week (and so we have it to send to you the following week). Therefore, to give us enough time to compile our orders, we really need to know what you want by **close of business Monday**, otherwise you need to make sure you have enough equipment to last for 2 – 3 weeks. Also, you should **open** your parcel and check the contents as soon as it arrives. Very often, the parcel is just put away unopened until actually needed, and then we have members ringing up to say that the parcel they received last month (or the month before!) has a wrong product in it. All stock is checked twice against the order before it is packed, but our volunteers are only human, and errors still sometimes occur. If we don't find out before the end of the month in which you receive your order that there's been an error, we can't fix it.



So to sum up:

- **please order responsibly, in good time**
- **make sure to check your order when it arrives**
- **place your order with us by Monday to make sure you get it at the latest, by Wednesday or Thursday of the following week (depending on Australia Post's delivery schedule)**
- **if your parcel hasn't arrived by the second Thursday after we should have received your order, please ring the office in case the order or the parcel has gone astray**
- **all our parcels are sent out with Australia Post on Tuesdays, and should be delivered throughout Tasmania on Wednesday or Thursday.**

NEW SMS BROADCAST SERVICE

We have recently introduced an SMS messaging service for postal and collection. If you would like to utilize this service, and can provide a mobile number, we would appreciate it if you could inform us. Thank you for your assistance.

COLOSTOMY XPLAINED (MEDICINE X)

Grandfather's story inspires others

An innovative information resource is making surgery and treatment considerations of ostomy surgery easier to understand and explain for the 42,000 Australians living with a stoma. *Colostomy Xplained* uses an interactive swipe-through story format to follow the journey of a real life patient, and explain surgery and treatment considerations, alongside the role of patient support networks for Australians. Available online at www.colostomyexplained.com.au, on Google Play, iTunes or on a USB-Card, *Colostomy Xplained* features the story of Robert, a retired retail business owner and grandfather of six. The story follows Robert's journey of having ostomy surgery, from initial confusion of diagnosis, to the initial struggles to find how to live a life full of possibilities. "It's such a shock, I just shut down, I completely shut down" said Robert. "My first thought was I'm dying. What about my partner, my grandchildren? Had the App been available to me, I would have been more aware of the steps to be confronted and that with the right attitude, I could manage on my own, confident/assured that I could cope with what others before myself had experienced," he said. "While it is just a terrible blow to all of us, there is/can be, a pathway from those very early days. And without this information via the App and the video, then where? How does one cope? How can a dialogue with family and friends be started? The Medicine X project is the answer, the most assuring and valuable answer that has now been made available" he continued.

Fiona Bolton, Stomal Therapy Nurse and education committee member for AASTN, supports the need for this type of resource. "It's an innovative way of providing health advice in a modern context. People facing ostomy surgery can find out what to expect in a non-threatening environment. People learn about their pending surgery, what a colostomy is, and the normal fears and worries that most people experience. So often after seeing the surgeon or Stomal Therapy Nurse, people forget what was just discussed. It's a personal experience that allows people to learn at their own pace, in the comfort of their own home, knowing it is accurate and can actually relate to the characters in the story. The characters become almost real and make you think... 'If they can do it, then so can I!' The good thing is that the story is real and good outcomes are normal. Life with a colostomy can be normal."

Colostomy Xplained has been developed with input from patients, surgeons, nurses, Bowel Cancer Australia, the Australian Association of Stomal Therapy Nurses (AASTN) and The Australian Council of Stoma Associations (ACSA).

The story contains links to additional information and an explanation of specific symptoms, considerations for appliances and avenues for help, including patient support networks. Associate Professor & Colorectal Surgeon, Graham Newstead sees the importance of the app not only to patients but also to their practitioners.

"Colostomy Xplained will be a valuable and comprehensible resource for patients and their families and will greatly assist their educators (Surgeons, GPs and Stomal Therapy Nurses)".

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The App will admirably assist Stomal Therapy Nurses in their important role in the education of both patients (and families) about to undergo an operation to construct a stoma (temporary or permanent) and also those who may have recently undergone urgent and possibly unexpected surgery resulting in the necessary construction of a stoma". Dr Kim Chilman-Blair, Founder and CEO of Medicine X, the organisation that worked with Robert to tell his story, believes that storytelling is the best way for patients to understand and retain information in order to make serious decisions about their treatment. "Around 80 per cent of medical information provided by doctors is forgotten straight away. *Colostomy Xplained* is designed to fill these gaps in a creative and powerful way," said Dr Chilman-Blair, founder of Medicine X. *Colostomy Xplained* can be viewed at www.colostomyexplained.com.au and is available on Google Play and iTunes.

Order now – free of charge. This initiative has been kindly sponsored by ConvaTec.

XMAS ORDERS AND CLOSING TIMES

We will close for the Christmas break at 1.00pm on **Tuesday 20th December**.

We will re-open at 9.00 am on **Tuesday 3 January 2017**.

The office is closed for 2 weeks over the Christmas period - commencing Wednesday December 21st and reopening again Tuesday January 3rd 2017. Requests for December supplies and double issues for December/January MUST be with us by Monday 12th December otherwise we cannot promise you will receive your stock before Christmas, particularly if your product is one that we have to order in especially for you.

A \$50 opening fee applies over the closure period if we have to open up especially for you.

Wishing everyone a



and a Happy New Year!