



Ostomy Tasmania Incorporated

NEWSLETTER No. 203

August 2018

(Supplement to Ostomy Australia Volume 27 No.2)

NEXT MEETING (Including AGM)

DATE & TIME: SATURDAY 15th SEPTEMBER 2018, 2.00 pm

PLACE: Ostomy Tasmania Distribution Office, St Johns Park, New Town
All members and friends are invited to attend the Annual General Meeting and Management Committee meeting. Company representatives are often present, so come along and check out their new appliances.

MANAGEMENT COMMITTEE & STAFF

OFFICE BEARERS

PRESIDENT	Mr Peter Clarke, Lenah Valley 0418 146 142
VICE PRESIDENT	Mr Terry Gill
SECRETARY	Mrs Sue Hoyle, Kettering (03) 6267 4837
TREASURER	Mr Chris Laughher
MINUTE SECRETARY	Ms Rebecca Thompson

COMMITTEE

Mrs B. Clarke, Mrs M. Ferguson, Mr P. Lopez, Mr C. Spiegel, Mrs S. Hicks RN,
Mrs H. Hortle

LIFE MEMBERS

Mrs E. Coombe, Mr E. Morling

ADMINISTRATIVE & BUSINESS SUPPORT

Mrs Melissa Ferguson, Mrs Karen Hooker, Mr Philip Emery, Mr Ben Clarke

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	Royal Hobart Hospital (Ward 2AS)
Jane Woolley	Calvary Hospital, Lenah Valley (ph 6278 5229)
Annette Goulding	Royal Hobart Hospital (Ward 2AS)
Sonia Hicks *	Stomal Therapy Dept, 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)
Megan Twaits	Ward 2AS, RHH; (ph 6166 8283)

NORTHERN REGION

Sue Delanty*	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**.
Vanessa Rhodes is on Parental Leave from 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.

PUBLIC HOLIDAY CLOSURES 2018

Our office will be closed on the following public holidays for the remainder of 2018:

Thursday 25 October - Royal Hobart Show

Christmas closure: Last day for Collections will be **Tuesday 18th December**. Please note last mail orders need to be in by **Monday 10th December** to ensure delivery of your parcel before Christmas. The office will **reopen** to the public **Monday January 7th 2019**.

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**
- 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 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.

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 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.

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. If you call during busy times (Monday & Tuesday) and your call isn't answered, please call back.

**** the answering machine is turned off when we are in the office.**

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 Room Spray (purse size) (50 ml)	\$5.00 each	Hypafix tape 10cm x 10m	\$28.00 roll
Hostoma No Smells or Hosgon 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 WERE DUE 1 JULY 2018

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 form available from the office. For the 2018/2019 period, the 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 2018, 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 your full name as reference.

SUPPORT GROUP REPORTS

Northern Ostomates Support Group

The Ostomates meeting for Launceston was held on the 4th June with 23 members in attendance. Two guest speakers attended along with company reps from ConvaTec and Omnigon. Afternoon tea was provided by the Omnigon company and was much appreciated by all. The first guest speaker was Megan Blake-Uren from the Cancer Council who gave a brilliant talk on people living with cancer and the emotional journey they undertake, and how important that support is for those with cancer and other diseases. Megan also informed the members of the programs the Cancer Council has on offer. Our second speaker was Launceston member, Peter Martain, who spoke on his sailing trip from Queensland to Tasmania. Peter and a close friend were given the task of returning a 40 ft yacht back to Tassie. Peter gave a most interesting talk on the highs and lows of the trip and showed several slides of the exciting journey. The company reps each gave fine presentations on several new products. Many thanks to the guest speakers and to ConvaTec and Omnigon. The next meeting for the North will be on the 3rd September commencing at 1.30 - 3.30 pm at Cancer Support Centre, Howick Street.

Southern Ostomates Support Group

The Southern meeting was held on the 6th June and was attended by 9 members with 5 apologies. Our guest speaker was Stomal Therapy Nurse Sonia Hicks (Royal Hobart Hospital) who gave an excellent slide presentation on hernias and also spoke about ways to prevent them. Sonia then spoke on blockages, and the importance of

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what we eat that will assist against blockages. Some of the members spoke of their experiences with a blockage and what they are doing to make life easier. Many thanks Sonia, for a great talk. Company reps from Omnigon and ConvaTec were also present with morning tea being provided by ConvaTec, which was greatly appreciated by all. Both reps then gave a presentation on several new products. The next meeting for the South will be on the 5th September commencing at 10.00am - 12noon at the Glenorchy RSL club. Our guest speaker will be talking on the Shetland Islands. New and present members are most welcome at no charge.

North West Coast Ostomates Support Group

The North-West meeting was held on the 13th June with 24 members in attendance along with 2 company reps. Stomal Therapy Nurses Andrea Hicks and Michelle Emin also attended. The reps from Coloplast and Dansac then each gave a most interesting presentation on their respective company products. Morning tea was provided by the Dansac company which all members appreciated. The group then had a brief discussion on their experiences and emotions when first diagnosed with bowel problems, and what support was in place for them. Several members had an input into the discussion, along with the Stomal Therapy Nurses. The next meeting will be held on the 12th September commencing at 10.00am - 12noon at the Ulverstone Senior Citizen's Club. New and present members most welcome at no charge.

If you are interested in attending any of the Ostomates support groups please RSVP **Adrian Kok on 0498 196 059**. All current and new members are more than welcome.

CHANGE IN POSTAL DELIVERIES

We have changed to a new parcel delivery system with Australia Post (eParcel). Parcels are picked up from our office on Monday and Tuesday afternoons, and they are now trackable through the eParcel system. If you have provided us with a mobile number we can add this to the eParcel database, to include with their notification system. Australia Post will then send out an SMS message advising of delivery. If you have any queries about your delivery, please first contact Australia Post via the information contained within the SMS message.

All parcels are sent as "signature on delivery" which means you will have to be present to sign for them. If this is inconvenient for you, either advise Australia Post by selecting a different option via the SMS system, or for a permanent change, contact our office to alter your delivery instructions to "Leave in a Safe Place" or similar.

Unfortunately this means we have no comeback if the parcel is lost after delivery. NB: If you need to change your postal address (or mobile no.) for future deliveries, you will still need to call us to update your details (we update eParcel's database).

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 Sandy Bay on the Third Friday of every month in the afternoon. Ostomates are welcome to attend. For more information, please call Renata on 6169 1900.

VOLUNTEER PROFILE – STEVE SAMSON

Steve Samson is a regular face at Ostomy Tasmania's office at St Johns Park, Hobart, and has been a volunteer for 8 years! Even though Steve is not an ostomate himself he freely gives his time every Monday and Tuesday mornings to pick and pack parcels for clients, and every Thursday morning to unpack deliveries (and stack shelves) received from the companies who supply your appliances and accessories. Without the generous donation of time given by Steve and the rest of our dedicated team of volunteers Ostomy Tasmania



would not be able to provide this essential service to Tasmanians! A big thank you to Steve for all he has done over the years, and for bringing his cheery brand of humour to the office, helping to make a happy working environment for volunteers and paid staff alike. Steve's interests include playing competitive Lawn Bowls, Horse Racing, Football and Theatre.

If you are interested in volunteering your time for a morning or two every week please feel free to contact manager Sue Hoyle at our office for a chat.

2018/2019 ENTERTAINMENT BOOKS

The new Entertainment books and/or Digital Memberships are available to purchase from Ostomy Tasmania. This assists with our fundraising as we receive \$14 for each book sold. You can purchase via a link on the front page of our website, or purchase over the counter during opening hours. Thanks for your support.

OSTOMATE TIPS WHEN FLYING

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

Depending on the airline, when a flight is booked, it is always advisable to request an aisle seat near the toilets, so that it is easier to go to the toilet regularly to empty or check a pouch. If this is not possible, arrive early at the airport for checking in, so that you are at the front of the queue and can request an aisle seat near a toilet. If there is a need to use a toilet, try to go when there are no trolleys blocking the corridor and before the meal is served, as there will be fewer queues than after. A separate, small travel kit can make trips to the toilet discreet and uncomplicated. Many patients prefer to use a drainable pouch, since it is often easier to empty the pouch in the plane toilet, than trying to change and dispose of it. In addition, a drainable pouch can be useful when travelling around and there is no access to disposal bins. Some ostomates prefer a larger capacity pouch for long flights, or for when pouch changes/emptying may be delayed. When flying, the air in the pouch may balloon a little. It is not known exactly why this happens, but it could be due to altitude, to not being able to exercise, a change of normal eating patterns, change in cabin pressure, etc. Provided that there is a filter on the pouch, this should not be a major problem. To try and ease the problem, before and during the flight, try to refrain from having fizzy drinks, alcohol, and fried, fatty or spicy foods. Allowing fizzy drinks to go flat first will help reduce wind. In addition, it is better to eat sensibly and regularly for the previous 24 hours, and avoid any food or drink that is known to cause wind. As per the norm, it is recommended by all airlines to do leg exercises, walk around the aircraft cabin at least once an hour, and drink plenty of water.

ALISON'S BEQUEST RECOGNISED!

Some of you who regularly come in to collect your supplies from our Hobart Office at New Town may have noticed that we now have a defibrillator installed by the counter which is available for emergency use. This potentially lifesaving addition to our office is courtesy of a very generous bequest received from one of our long time ostomates, the late Alison Coombs. A plaque has been placed above the device acknowledging Alison's bequest to Ostomy Tasmania. Pictured: manager/secretary, Sue Hoyle and Chris Laughler, treasurer.



Cardboard boxes to give away!

We have surplus cardboard boxes at our New Town office – call in if interested?