



Ostomy Tasmania Incorporated

NEWSLETTER No. 204

December 2018

(Supplement to Ostomy Australia Volume 27 No3)

NEXT MEETING (General)

DATE & TIME: SATURDAY 16th MARCH 2019, 2.00 pm

PLACE: Ostomy Tasmania Distribution Office, St Johns Park, New Town
All members and friends are invited to attend the 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 Charles Spiegel
SECRETARY	Mrs Sue Hoyle, Kettering 0417 122 153
TREASURER	Mr Chris Laughher
MINUTE SECRETARY	Ms Rebecca Thompson

COMMITTEE

Mrs B. Clarke, Mrs M. Ferguson, Mr P. Lopez, Mrs S. Hicks RN, Mrs H. Hortle, Mr A. Kok, Mr P. Emery

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)
Tesse Bonde	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)
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**.
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.

RAFFLE NEWS

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

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 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 members 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 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
<i>*please note price increase from 1 January 2019</i>		Hostoma No Smells Room Spray (1 Litre)	\$20.00 each

SAS ACCESS 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. The Stoma Appliance Scheme 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**.

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.

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.

SUPPORT GROUP REPORTS

Northern Ostomates Support Group

The Northern Support Group met on the 3rd September with 23 in attendance. Our guest speaker was group member Peter Ralph, who gave a very interesting talk on cameras, in particular the many cameras he had through the years. Many thanks Peter. There were also two company representatives in attendance.

On October 10 Don & Barbara Pitt hosted a luncheon BBQ for the group. Barbara, who is a member of the Launceston support group, offered her property at Green's Beach for the occasion. What a wonderful day, with guest speaker Greg Squires giving a talk on the homestead which was once owned by his grand-parents, and Don Pitt gave us a tour of the sawmill on the property. What a great day with 33 in attendance. Many thanks Don & Barbara.

The support group Xmas get-together was held on November 19 at the Newstead Hotel (as this was after this newsletter went for printing, a report will be provided next time).

Southern Ostomates Support Group

The southern support group met on the 5th September with 10 members in attendance. Guest speaker was Adrian Kok who spoke on the Shetland Islands, where his eldest son lives with his wife and 2 daughters. There were several slides to be seen, and Adrian spoke on the many photos his wife Leah took on the trip. There were 2 company representatives present who gave us a preview of their new products. The support group Xmas get-together was held at the Glenorchy RSL on the 21st November.

North West Coast Ostomates Support Group

The North-West support group met on the 12th September with 19 members in attendance. Guest speaker was Alicia Rayner who spoke on light exercises for people who are recovering from surgery. Alicia had the group up and doing some of the easy exercises. Many thanks Alicia. There were 2 company representatives in attendance who both gave very interesting presentations. The Xmas function was held at the Ulverstone Senior Citizen's Club on the 28th November.

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.

PRESIDENT'S ANNUAL REPORT

It is my pleasure to present my report for the 2017/18 financial year. Let me begin by thanking our wonderful staff and volunteers for their dedicated service and hard work over the past 12 months. We are very grateful for all that you do to keep things running smoothly, while managing the ever-increasing stock lines, certificates for additional supplies, client expectations for orders, and increased statutory/compliance demands. We reluctantly made the change to eParcel earlier this year when faced with Australia Post's discontinuation of the manual parcel contract. This necessitated some re-organisation of our distribution room to accommodate an additional networked laptop and printer. From all reports this change has proven to be successful, and we are not experiencing the labelling errors of previous years and we are despatching parcels twice a week, which mostly leads to an improved service for our clients. A small percentage of clients have been unhappy with the default requirement for "signature on delivery" after having years of their parcels being left at the front door (or the back door, or behind the pot plant, adjacent to the step, wherever...) but we are managing this with a bit of extra typing from our mailing volunteers. We were also very fortunate to receive a generous bequest from one of our long-term clients. Some of this money has been used to purchase a defibrillator, with the balance added to our building fund. I am sure that the coming year will bring new challenges. I am also confident that we have the staff and volunteers who will be able to meet these challenges, and continue to provide an excellent service for all of our members.

Statistics for the period from: 1/07/2017 - 30/06/2018

Number of Members as at 30/6/18:	this year	last year
Full members:	345	345
Concession members:	990	997
DVA members:	38	44
Total:	1373	1386
Multiple Stoma Members:	38	35
Number of accessing members:	1547	1536

PETER CLARKE, PRESIDENT

STAFF PROFILE – MELISSA FERGUSON



Melissa Ferguson is one of our very efficient and friendly administration officers, and a committee member on our board. She has been with Ostomy Tasmania for 9 years. Melissa's responsibilities include banking, accounts payable & receivable, processing daily mail and orders, serving at the front counter and answering incoming calls. Outside of work hours Melissa is a very busy mum with four children and also a franchisee owner of Banjo's Moonah, Claremont and Salamanca. Melissa's hobbies are traveling with her family, coaching basketball and netball teams. She recently won the Club Coaching Award for her netball club. She loves supporting and encouraging her children at their sporting activities and enjoys catching up with her friends.



Pictured above are Mel's children L-R (Sophie, Tom, Olivia, Isobel).

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.

CHANGES TO PARCEL WEIGHTS

Due to changes in parcel postage rates with Australia Post eParcel we are now having to limit our parcel weight to a maximum of 5kg each to meet cost restraints. This means that some orders that previously fitted into one large parcel are now being divided into two parcels, for which postage will have to be paid before we can post. Most circumstances where the 5kg limit is exceeded only affects members who are ordering a two month supply of their product. Thank you for your understanding on this issue.

XMAS HOLIDAY CLOSURE

We will close for the Christmas break at 1.00pm on **Tuesday 18th December** (last day for collections). We will re-open at 9.00 am on **Monday 7th January 2019.**

Requests for December supplies, and double issues for December/January, **MUST** be with us by **Monday 10th December** or we cannot promise you will receive your stock before Christmas, particularly if your product is one that we have to order in.

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

Seasons
greetings

