



Ostomy Tasmania Incorporated

NEWSLETTER No. 208

April 2020

(Supplement to Ostomy Australia Volume 29 No 1)

COVID-19 THREAT RESPONSE

We would like to assure our members that at the time of writing our main focus is to continue to supply your orders as promptly as possible. However we have had to rearrange our staff/volunteer roster to meet the COVID-19 threat, which means we have no capacity to service phone orders or personal collections at this time.

NB: All major suppliers have advised supply has not been disrupted, however we would advise our members a 3-4 week reserve of your product is wise given the uncertainty going forward.

MAIL DELIVERY ONLY: For those who usually collect their supplies from our office at St John's Park, this is no longer possible. Instead we ask members to arrange parcel delivery (\$15). If you have had your stoma longer than 6 months, you can order a 2 month issue to save on costs. This reduces the risk that the virus can contaminate our work place environment, potentially infecting our staff and volunteers without whom we cannot function. Thank you your understanding and co-operation.

NO PHONE ORDERS: Because we are running small teams of staff/volunteers (to reduce our exposure) we simply don't have the resources to field phone orders at this time. Please email, post, online order or fax instead. For other matters you can still leave a message and we will return your call ASAP.

INCREASE TO MEMBERSHIP FEE

We are introducing a \$10 Association Service Fee in addition to the Stoma Appliance Scheme (SAS) Access Fee. This is necessary primarily because the Federal Government commission we receive on the issue of your appliances has not increased for several years and is therefore not keeping pace with the operating costs for our organisation. The \$10 fee will be added to the usual SAS Access Fee, so for example someone with a concession card will now be asked to pay a total of \$60, non-concessional members \$70, for their 12 month annual membership.

This is the first increase in the annual fee since 2014, and whilst we make every attempt to keep costs to a minimum for our membership, the harsh reality is we continue to face increasing costs in the day to day operation of our mostly volunteer run organisation - making it harder to maintain our level of service to you that we would like. **If you are experiencing financial hardship a time payment arrangement can be entered into. Feel free to contact our office if you have any questions.

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 (to be confirmed)

ANNUAL GENERAL MEETING & MANAGEMENT COMMITTEE MEETING

DATE & TIME: SATURDAY 19 SEPTEMBER 2020, 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 often present, so you're all 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. 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.

ONLINE PAYMENT OPTION COMING SOON

Very soon we are hoping to offer our clients the option to make secure credit card payments for Postage and Membership fees (SAS Access and Association Service fee) via a dedicated portal on the ordering page of our website: www.ostomytas.com.au In an age where making payments via your phone, laptop or tablet is now commonplace, this facility will make it much more convenient for many of you, and negating the necessity to phone in to our office with credit card numbers, etc. each time you make an order. For those of you who would still like to do things the old way, don't worry – we will still offer the usual way to make payments (ie. Cash, Cheque, Money Order). Check the website regularly to see if the payment gateway is up and running.

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. ***No Phone Orders during the COVID-19 pandemic please.***
- 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.

NB: PERSONAL COLLECTION OF ORDERS IS NOT AVAILABLE DURING THE COVID-19 THREAT

- **Email:** admin@ostomytas.com.au
- **Online:** at www.ostomytas.com.au
- **Fax:** 03 6228 0744
- **Mail:** P.O. Box 280, MOONAH, Tasmania 7009

INFORMATION FOR MEMBERS ...continued

The phone number for the Distribution Office is 03 6228 0799. Calls will most likely go to the answering machine during COVID-19 pandemic. 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 ARE 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** and **\$60 per year (\$50 SAS Access fee + \$10 Association Service fee) 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 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.

SUPPORT GROUP REPORTS by Adrian Kok

IMPORTANT NOTICE: All Support Group meetings have been cancelled for the foreseeable future because of the COVID-19 threat. If the situation changes a notice will be posted on our website www.ostomytas.com.au

OSTOMATES NORTH WEST SUPPORT GROUP

24 people attended the Christmas function held at the Ulverstone Senior Citizen's Club where the club members prepared the meal for those attending. What a fantastic spread the Senior Citizens put on for us all. Also present was a company rep from Hollister who also donated lucky door prizes; much appreciated by everyone. There was also a raffle with several prizes.

The first Support meeting of the year was held on Wednesday 11th March, 10am-12noon at the Ulverstone Senior Citizens Club, King Edward St Ulverstone (report next issue).

Dates for the remaining meetings: Cancelled until further notice.

For more information contact Adrian Kok mobile: 0498196059

PS: The funds raised by the raffles in each area came to \$243 and were donated to the Cancer Council of Tasmania.

OSTOMATES NORTH SUPPORT GROUP

33 people attended the Christmas function in Launceston along with company reps from Coloplast and Omnigon. The dinner was held at the Newstead Hotel with a fine selection of food on offer. There was a raffle with many prizes to be won. Everyone had a most enjoyable time with lucky door prizes donated by the 2 companies present.

The first support meeting for the year was held at the Cancer Support Centre, Howick St on the 2nd March commencing at 1.30-3.30pm.

Dates for the remaining meetings: Cancelled until further notice.

For more information contact Adrian Kok mobile: 0498196059

OSTOMATES SOUTH SUPPORT GROUP

14 people attended the Christmas function in Hobart at Cooleys Hotel and were most satisfied with the meals served up. There were some lucky door prizes and also a raffle. It was great to have some new members come to the event. Unfortunately no company reps were able to attend. The first support meeting of the year was held at the Ostomy Tasmania office at St John's Park New Town from 10am-12 noon on the March 4.

Dates for the remaining meetings: Cancelled until further notice.

For more information contact Adrian Kok mobile: 0498196059

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)

ACSA CONFERENCE IN OCTOBER

Notwithstanding nasty virus pandemics, Ostomy Tasmania is still hoping to host the next conference for the Australian Council of Stoma Associations (ACSA) from October 15 - 18, at the Hotel Grand Chancellor, Hobart. Put a note in your diary if you're interested. It presents a good opportunity for our local membership to attend as observers. More information in next newsletter - feel free to contact our office if you wish to find out more.

Notices will be on our website if the event is cancelled due to COVID-19.

OUR STOMAL THERAPY NURSES

SOUTHERN REGION

Madi Bradshaw	Royal Hobart Hospital (Ward 2AS)
Tesse Bonde	The District Nurses (ph 6208 0500)
Annette Goulding	Royal Hobart Hospital (Ward 2AS)
Sonia Hicks *	Stomal Therapy Dept, RHH; (ph 6166 8283)
Pamela Heathcote	Ward 5A, Royal Hobart Hospital
Heather Noga *	Hobart Colorectal Clinic, Lenah Valley; (mob 0417 366 769)
Vanessa Rhodes *	Stomal Therapy Dept, RHH; (ph 6166 8283)
Megan Twaits	Ward 2AS, RHH; (ph 6166 8283)

NORTHERN REGION

Sue Delanty*	Stomal Therapy Dept, LGH; (ph 6777 6832)
Teena Carydakis	Short Stay Surgical Unit: LGH
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, Mr P. Lopez, Mrs S. Hicks RN, Mrs H. Hortle, Mr A. Kok, Mr P. Emery, Mrs Tess Bonde

ADMINISTRATIVE & BUSINESS SUPPORT

Mrs Melissa Ferguson, Mrs Karen Hooker, Mr Philip Emery

OSTOMY CHRISTMAS 2019 - POEM

The following poem was read out at our Volunteer and Staff Christmas gathering last year (held at Coolies Hotel) by our own resident poet extraordinaire Barbie Clarke. No one was spared!

So it's Christmas time again,
The year has gone so fast...
There's been sadness
Tears for Charles and Ben...
But there's also been some laughs.

It seems I have a duty
To pick on someone every year,
It's been a hard one this time,
Poor Chris still filled with fear
From his last time's 'humiliation'...
He hasn't forgiven me yet... oh dear!

I could mention Karen
With her competitive streak,
Or Mel's amazing holidays,
And her family's many feats...

Or Rob...
Who's love/hate relationship
Every Monday morning
With an innocent computer...
Well he should come with a big warning!

And Phil, of course,
So quiet, sweet, and totally unassuming,
Unless he's being stirred... or losing tennis
And then his ire is all consuming!!

When John is not holidays
He loves to tell us tales
Of his passion for the Beatles...
(the presents are always in the mail!)

And Heather, quietly works away,
Picking and unpacking,
Making sure that all those menfolk
Would never dream of slacking!

In Chris, we have a treasure,
And I am not being funny...
She's always on the go...
She's our Energiser Bunny!

Our newest volunteer is Yvonne,
She works quietly away...
Though her thoughts are with a baby
Over there in Adelaide!

And Rebecca's great with the computer,
As long as she has her cup of tea...
She sends out texts and messages
And doesn't charge a fee!

Then of course there's Glenn!
A teacher in his other life...
Don't make mistakes with words or numbers...
You'll be a twit
And be in strife!

We should be so very honoured too,
We have our own Stevie Wonder,
Singing songs to tunes from long ago
From eras fun to ponder.

He doesn't always know the words...
But it really doesn't matter,
We even try to sing along...
But we're all as mad as hatters.

And then of course there's Barbie,
Sweet and quiet and shy,
Never makes a joke or says much,
Doesn't get a chance is why!!

Finally, we get there...
To our illustrious leader Sue,
Who has the unenviable task
Of managing this motley crew...

I hope I haven't missed someone...
I'll take this opportunity to say,
Thank you all for your friendship
And have a Merry Christmas Day.

Barbie Clarke (Volunteer)