



Ostomy Tasmania Incorporated

NEWSLETTER No. 209

August 2020

(Supplement to Ostomy Australia Volume 29 No 2)

COVID-19 RESPONSE UPDATE

Because of the fluid nature of the COVID-19 pandemic, we are obviously needing to continuously adapt to new and developing circumstances. At the time of writing we are planning to open again for collections on Monday 20th July. Opening hours 9am – 3pm (closed 12-1pm). At this stage we will be open to the public for collections on Mondays only, however in special circumstances (and strictly by appointment only) other days may be available for you to collect your supplies. It is especially important that if intending to collect you follow strict distancing and hygiene protocols, and **do not attempt to collect** if exhibiting any symptoms of COVID 19 or are self-quarantining.

Furthermore, we ask if you can afford the postage cost please consider continuing having your parcels delivered via Australia Post (*it is worth observing that for the majority of clients who do not live in the Hobart area collection has never been a viable option available to them*).

We are also again taking phone orders, albeit on a restricted basis (usually between 9am – 1pm business days), however we are still encouraging members to send orders via email or website if you can, as this takes the pressure off our small teams to handle large volume of orders over the phones in a short space of time – especially early in the month. Fax and postal orders are also still accepted. If you get the phone message service (ie. after hours) you are welcome to leave a message, however please limit to one message only – and please be patient - we will call you back ASAP. Remember orders can be issued any business day during the month of issue (ie. not just the 1st week!!)

As we all know by now there are no certainties with how this virus behaves – and we need to remain prepared to act quickly if/when the need arises. To that end we are keeping some of our COVID strategies in readiness, whilst gradually reintroducing “normal” processes and procedures. We reserve the right to change any of the above at short notice (if COVID circumstances necessitate). Check in to our website www.ostomytas.com.au regularly to keep up to date with the latest instructions. NB: Whilst supply of products has not been adversely affected at this time, we still advise ostomates to keep 3-4 weeks of supply in reserve as a precaution.

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 (AGM)

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.

NB:

ACSA CONFERENCE CANCELLED

In our last correspondence we reported our intention of hosting the next national conference for the Australian Council of Stoma Associations (ACSA) from October 15 - 18, at the Hotel Grand Chancellor, Hobart. However due to the difficulties that COVID-19 has presented this event has now been cancelled. Instead, associations will be able to participate in a teleconferencing AGM to be held later in the year. We realise this may be disappointing news for many clients who would like to have attended, however unfortunately circumstances out of our control have intervened. The next national conference is scheduled for Brisbane in October 2021. Keep a check on the ACSA website for more information.

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. NB: **Phone order availability limited during the COVID-19 pandemic**.
- 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**.
- **Email:** admin@ostomytas.com.au
- **Online:** at www.ostomytas.com.au NB: Credit card payment via "**Payment**" page
- **Fax:** 03 6228 0744
- **Mail:** P.O. Box 280, MOONAH, Tasmania 7009

COLLECTIONS

- **CURRENT OPENING HOURS: Mondays** (excluding Public Holidays) **9.00 a.m. - 12noon and 1.00 pm - 3.00pm**. Other business days strictly by appointment only.
- **WHERE:** St Johns Park, New Town: 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 03 6228 0799. Calls may go to the answering machine during COVID-19 pandemic. If so 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 WERE 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**
- **\$60 per year (\$50 SAS Access fee + \$10 Association Service fee) for concession card holders.**

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.

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.

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 message will be posted on the "Notices" page on our website

www.ostomytas.com.au

For further information, contact convener Adrian Kok - Ph: 0498196059 or email: leah.kok@hotmail.com.

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).

ONLINE PAYMENT OPTION NOW AVAILABLE

We are pleased to finally be able to offer our members the option to pay for your Membership comprising annual Stoma Appliance Scheme (SAS) Access Fee and Association Service Fee, and/or Postage parcel cost, online via our website www.ostomytas.com.au. A *Payment* tab enables you to securely enter your credit card details (with your nominated amount) and a receipt of transaction can be sent to your phone or email as confirmation NB: you will need to enter your ZIP code (i.e. postcode). You can also pay for cash sale items this way. Of course online bank transfer is another option (and helps us save on transaction fees). See website for details. For those of you who would still like to do things the old fashioned way, don't worry – we still offer the same regular ways to make payments (i.e. Cash, Cheque, Money Order) although to minimize possible virus transmission we do encourage electronic payment if you can manage it. Regardless of the type of transaction, you will still get a receipt sent to you with your order.

Please note: If phoning in credit card details to make payment we now require the CVV number on the back of the card.

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

Teena Carydakias*	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**. 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 Laugher
MINUTE SECRETARY	Ms Rebecca Thompson

COMMITTEE

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

ADMINISTRATIVE & BUSINESS SUPPORT

Mrs Melissa Ferguson, Mrs Karen Hooker, Mr Philip Emery

UPDATE YOUR MEDICARE DETAILS

Services Australia have instructed all Ostomy Associations to make sure client Medicare details (ie. valid numbers and expiry date) are up to date in their databases. Therefore, we request our members please ensure that when sending in your order forms or membership renewal notices that you remember to include your current Medicare and Concessional Card details – including expiry dates. Medicare card numbers should include the Individual Client Reference Numbers (11 digits). Thank you for your assistance.

BLADDER CANCER AWARENESS

BEAT Bladder Cancer Australia has recently launched a media blitz awareness campaign promoting the message “Blood in your pee? See your GP.” Check out their facebook page: <https://www.facebook.com/BEATBCAus>

BEAT's mission is to increase bladder cancer awareness and provide support services to the bladder cancer community. See www.beatbladdercanceraustralia.org.au

OSTOMY TASMANIA OFFICE MAKEOVER

Whilst our office has been closed to the public for collection of appliances some of the buildings (including ours) in the St Johns Park complex have had a much needed re-paint, giving the premises a real spruce up! When we open again for collections many of you will do doubt notice the new fresh look. This is something we have been hitherto unsuccessfully requesting from our (government) landlords for many years - so it seems a global pandemic does have some fringe benefits after all!

Pictured over page: a contractor is busy adding the final touches to painting the old steel window frames in our office. A fresh look outside (below).



ILLEGAL DUMPING OF OSTOMY BAGS!

TasRail has recently reported to Stomal Therapy Nurses (and our association) that illegal dumping of colostomy bags (around 100 so far) is occurring along the train tracks corridor in the Devonport CBD area (near George Street), necessitating contractors to clean up and dispose of properly. If this is you, please desist! Ostomy products need to be disposed of in an appropriate fashion (via local municipal waste disposal). Littering is illegal on private land and penalties apply. Imagine the embarrassment if a TasRail official knocks on your door to enquire.