



# Ostomy Tasmania Incorporated

**NEWSLETTER No. 211**

**April 2021**

*(Supplement to Ostomy Australia Volume 30 No 1 )*

## **OSTOMATES PICNIC AT ROSS**



### **THE BIG PICNIC!**

On Wednesday 18th November, Ostomates and friends from around Tasmania gathered at the beautiful township of Ross for a picnic and social get together. Due to the capable organisation of Adrian Kok about 25 people made the journey (pictured). Regrettably Adrian was unable to attend as he ended up ill in hospital a day or so before the event. Thankfully Barbara Pitt was able to stand in at short notice and save the day! Everyone had a great time and many stories were related among the group. A raffle and door prizes along with a couple of trivia sessions meant everyone went home happy.

A reminder to readers that events of this nature (and other Support Group information) is published on the "Notices" page of our website at [ostomytas.com.au](http://ostomytas.com.au). Keep a regular check on this page for any updated information.

*Photo above courtesy Peter Ralph*

**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](mailto:admin@ostomytas.com.au)  
**Please cross all cheques and money orders and make payable to:** Ostomy Tasmania

## **NEXT MEETING (incl AGM)**

**DATE & TIME:** SATURDAY 18 SEPTEMBER 2021, 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 sometimes present, so you're 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. We 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.

## **EDUCATIONAL VIDEOS**

Western Australia Ostomy Association have recently produced a series of videos in conjunction with their association STN towards assisting new members increase their knowledge base around stoma care related issues. We thought we would share their link with you as we feel it may be of benefit to some of our Tassie members – especially if you have only recently had a stoma operation and wish to become better informed.

Topics include Colostomy; Ileostomy; Urostomy; Changing your bag; Hernia prevention; Skin care; Dos and Don'ts; Intimacy; Accessories.

Link: <https://www.waostomy.org.au/stn-videos>

## **EDUCATION FOR OSTOMATES?**

Andrea Hicks from the Mersey Community Hospital is looking for Ostomates (and their partner/friends) who may be interested in attending an education evening where specialist speakers will talk on topics such as exercise, diet, and sexuality.

If you are interested in attending please email your intention to Andrea Hicks – [andrea.hicks@ths.tas.gov.au](mailto:andrea.hicks@ths.tas.gov.au) or Michelle Emin – [michelle.emin@ths.tas.gov.au](mailto:michelle.emin@ths.tas.gov.au)

Once a sufficient level of interest is ascertained, the location and time for the event will be advised. An evening event is proposed to accommodate people who work. Other topic suggestions are welcome.

## COLMAN JOINS OUR TEAM



Ostomy Tasmania's latest volunteer is Colman Dwyer from Old Beach. Colman offered his services in the middle of the COVID crisis, and was eventually trained up last November. Colman's extensive skill set enabled him to quickly pick up on the required tasks and become an integral part of our Wednesday/Thursday picking and packing crew. All our volunteers (many of whom are Ostomates themselves) generously give their time each week and play a vital role in ensuring clients receive their supplies in a timely fashion each month. Needless to say, we are very grateful for their contribution! No doubt our clients are grateful for the service they provide as well.

## NEW MANAGEMENT SYSTEM COMING

Soon our office will be moving over to a new "online" management system called SAMS (Stoma Appliance Management System). This is replacing our old "in house" software management system which has served us well for many years, but is inadequate in fulfilling new requirements demanded by Services Australia. As a consequence, during the transition period which is likely to occur from April, there may be some delay with processing and receiving your order. Therefore, we would ask that you try and place your order a week earlier than usual if possible (prior to a Monday) and be patient with our staff during this time as we endeavour to familiarise ourselves with the new operating environment. Once we iron out any teething issues, we hope that this system will be more efficient in meeting members' orders and deliveries in the longer term.

## 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**.
- 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](mailto:admin@ostomytas.com.au)
- **Online:** at [www.ostomytas.com.au](http://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 (**9am – 12noon**).
- **WHERE:** St Johns Park, New Town: Amenities Building, which is the second building on your left as you turn in to the St Johns Park complex (Woodhouse Road) 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 the 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

After a full year of Covid 19 event cancellations it certainly was great to get the Ostomate groups restarted.

### NORTH SUPPORT GROUP

In Launceston a large and enthusiastic group of new and old members enjoyed several long discussions on topics such as blockages, hernias and granulomas, etc. It was great to see several people sharing their experiences on the subjects. Unfortunately, there was no company representative present, but it was nice to see Stomal Nurse Teena Carydakakis attend and answer questions. The next meeting will be during "Stoma Awareness Week". There will be a doctor guest speaker, also afternoon tea supplied. New and present members are most welcome.

### North Group 2021 meeting dates/venues:

Wednesday 2<sup>nd</sup> **June** 1.30pm to 3.30pm & Wednesday 8<sup>th</sup> **September** 1.30pm to 3.30pm - Cancer Support Centre 69 Howick St Launceston

Xmas function: Friday 19<sup>th</sup> November 12noon to 3pm (venue TBA)

### NORTH WEST SUPPORT GROUP

At Ulverstone 15 members met and spoke on several topics similar to Launceston. It was great to have so much input by the group, which was treated to one of the best presentations given by Coloplast's Jenny Hook, with several questions asked. Michelle

Emin (Stomal Nurse Burnie Hospital) was also present to answer questions. Morning tea was supplied by Ulverstone Senior Citizens and was paid for by Coloplast, which was much appreciated. The next meeting (during Stoma Awareness Week) there will be a guest speaker and morning tea supplied. All welcome.

Wednesday 16<sup>th</sup> **June** 10am to 12noon & September: Monday 6<sup>th</sup> **September** 10am to 12noon (**NB: change of day**) - Senior Citizens, Ulverstone

November: Christmas Function – Wednesday 24<sup>th</sup> November 12noon to 3pm (venue TBA).

### **SOUTH SUPPORT GROUP**

In Hobart 8 members attended what will be the last meeting held at the Ostomy Tas office. Topics discussed were similar to other groups, who were keen to share their experiences with others. Denise Barr (Hollister) gave a brief presentation and then joined the discussion. At the next meeting a guest speaker and Company rep will be present. All welcome (no cost).

#### **South Group 2021 meeting dates/venues:**

Wednesday 9<sup>th</sup> **June** 10am to 12 noon & Wednesday 15<sup>th</sup> **September** 10am to 12noon - Cancer Council, 15 Princes Street, Sandy Bay (**NB: change of venue**)

Xmas function: Wednesday 17<sup>th</sup> November 12 noon to 3 pm (venue TBA)

For further information, contact convener Adrian Kok - Ph: 0498196059 or email: [leah.kok@hotmail.com](mailto:leah.kok@hotmail.com). NB: info will also be posted on the "Notices" page on our website [www.ostomytas.com.au](http://www.ostomytas.com.au)

## **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 will be **recommencing** Friday 21<sup>st</sup> **May** (and scheduled on the third Friday of every month thereafter) - 10am to 12noon (*NB: new meeting times*), at 15 Princes St Sandy Bay. People can still call via the Psychosocial Phone Support on 1300656585, or Cancer Council helpline on 131120

## **UPDATE YOUR MEDICARE DETAILS**

Services Australia have instructed all Ostomy Associations to make sure our client Medicare details (ie. valid numbers, expiry date and spelling of first name) are up to date in their databases. Therefore, we request our members to please ensure 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 Number (11 digits). This is the number to the left of your name on your card. Thank you for your assistance.

# OUR STOMAL THERAPY NURSES

## SOUTHERN REGION

Madi Bradshaw	Royal Hobart Hospital (Ward K9W)
Tesse Bonde	The District Nurses (ph 6208 0500)
Annette Goulding	Royal Hobart Hospital (Ward K9W)
<b>Sonia Hicks *</b>	<b>Stomal Therapy Dept, RHH; (ph 6166 8283)</b>
<b>Heather Noga *</b>	<b>Hobart Colorectal Clinic, Lenah Valley; (mob 0417 366 769)</b>
<b>Vanessa Rhodes *</b>	<b>Stomal Therapy Dept, RHH; (ph 6166 8283)</b>
Megan Twaits	Royal Hobart Hospital (Ward K9W)

## NORTHERN REGION

<b>Teena Carydakis*</b>	<b>Stomal Therapy Dept, LGH; (ph 6777 6832)</b>
Carolynne Partridge	Specialist Clinic, Launceston General Hospital
Kristy Willis	Ward 5A, Launceston General Hospital
<b>Elizabeth Cute *</b>	<b>Calvary Campus St Vincents (ph 6332 4835)</b>
Leanne Bedwell	Calvary Campus St Vincents
Deborah Franklin	Regis Aged Care, (ph 0438 445 338)

## NORTH WEST REGION

<b>Michelle Emin *</b>	<b>N.W. Regional Hospital, Burnie; (ph 6493 6274)</b>
<b>Andrea Hicks *</b>	<b>Mersey Community Hospital; (ph 6478 5387)</b>

(\* 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, 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