



Ostomy Tasmania Incorporated

NEWSLETTER No. 212

August 2021

(Supplement to Ostomy Australia Volume 30 No 2)

WORLD OSTOMY DAY EVENT

Saturday 2nd October has been internationally declared as World Ostomy Day. To highlight the importance of the day NSW Stoma are seeking to hold a 90 minute (12.00 noon to 1.30pm) Australia-wide zoom event, and therefore invite all members of Australian Ostomy Associations, their families and carers, who may be interested in raising and promoting awareness for people with stomas, to become involved. It is expected other stakeholders such as Stoma Nurses, Ostomy Supply companies and relevant government representatives are also likely to participate.

A draft proposal for the program is as follows:

- Opening: President of Australia Council of Stoma Associations
“The Future Opportunities and Challenges for Ostomates”
- Keynote: The Hon. Margaret Beazley - NSW Governor
- Stories of Ostomates (the good, bad and the leaky):
 - a) Anton Enus (SBS Presenter) if not moderator
 - b) Young Ostomate Athlete
 - c) Aged “aged care” resident spokesperson
- Life in the day of an Ostomy Nurse (I’ll get you fitted out)
- Industry Supply Lines (getting or matching the right product for you)
- Ministry of Health “how government shares your future together”
- Close: Vote of Thanks

Program Breaks (3 minutes each) - filled with comedian, music performance

Lucky draw – 100 random picks of conference registrants (fancy stoma bag covers, chocolates and other items by conference sponsors)

Anyone interested can email: Carol.Quast@nswstoma.org.au for more information.

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 (incl AGM)

MANAGEMENT COMMITTEE MEETING followed by the ANNUAL GENERAL MEETING

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 may be present, so you're welcome to come along and check out their new appliances.

ONLINE ORDERING/PAYMENT PREFERRED

Where possible we ask members to email (ideally prior to each Monday morning) their monthly (or 2 monthly) orders to admin@ostomytas.com.au or utilise our online order form at <https://www.ostomytas.com.au/ordering/online-order-form>. This is our preferred method for submitting orders. Many clients phone orders into our office on the first Monday of the month, however this does place a large stress on our small team of staff and volunteers who are attempting to answer many phone calls in a short space of time, which can occasionally result in miscommunication error/frustration because of missing or incorrect items. This is now even more of an issue because Services Australia require us to gather a greater amount of information from clients before we can place an order. Another request we ask of clients is, where possible, to pay your postage and/or annual membership fee via credit card payment on the payment page on the website, or as a direct deposit via your internet banking (referencing your name). As with phone ordering, if you are phoning through your credit card details miscommunication errors can occur resulting in us having to make follow up phone calls to correct. Payments via our website payment page eliminates this problem, gives you a record of your transaction and enables us to answer calls more frequently for other purposes. Thank you for your assistance.

MEDICARE NUMBERS VERY IMPORTANT

Now that we have now successfully transitioned over onto the new nationwide computer management system (SAMS – Stoma Appliance Management System) many of you will have realised that we are now asking for your Medicare Card details when you order. Services Australia have introduced a requirement to have accurate Medicare card name, number (including the reference number in front of your name on the card) and expiry date provided to them before we make our monthly claim. If we, Ostomy Tasmania Inc., do not provide this we will not get reimbursed from Medicare for the products we purchase on your behalf. In other words, the Medicare card number will become your main identifier on the Stoma Appliance Scheme, so for this reason it is very important you provide us with accurate up-to-date information when you place your order.

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
- **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**.
- Tuesdays – Fridays inclusive 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 2021

All Australian ostomates are required to pay an Association membership fee (which includes the Stoma Appliance Scheme Access Fee) to be eligible for free appliances from the Stoma Appliance Scheme. This fee is mandatory and it is not possible for us to waive it, nor to supply appliances to un-financial 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 2021/2022 period, the fee is:

- **\$70 per year for full members**
- **\$60 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 2021, 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

NORTH SUPPORT GROUP

North Group 2021 meeting dates/venues:

Wednesday 8th September 1.30pm to 3.30pm - Cancer Support Centre 69 Howick St Launceston

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

The June support group was well attended by 24 members. As there was no company representative from Omnigon due to the Covid outbreak in Melbourne, it was fortunate that their Marketing Director, Louise Hannah, lived only a couple of blocks from the venue, thus enabling her to attend. Louise did a fantastic presentation on support garments and also covered how Manuka Honey was used on several products and its benefits. The Omnigon company supplied afternoon tea, which was much appreciated by all. After we recommenced one of our guest speakers, Jenny Shipp, spoke on how she coped once she discovered her husband Don had Bowel cancer, and also how she managed on his return home. Having Jenny speak opened up more discussion on the topic by others. Our next guest speaker was Stuart Heslop who spoke briefly on reversals, and his experiences. Once again this topic brought more discussion from members.

SOUTH SUPPORT GROUP

South Group 2021 meeting dates/venues:

Wednesday 15th September 10am to 12noon - Cancer Council, 15 Princes Street, Sandy Bay (**NB: change of venue**)

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

In the south a small group of 7 members attended with 6 apologies due to a traffic accident that held them up for quite some time. Perhaps we may see them in September. As there was no company rep present, morning tea was supplied by the Cancer Council which was greatly appreciated by those present. Most people would have heard by now that all Southern Support Group meetings will be held at the Cancer Support Centre, Princes St, Sandy Bay. Our guest speaker was Ros Laughlin who spoke on how she coped when her husband Robert was first diagnosed, and how she managed on his return home. It was most interesting and brought more discussion by other members.

NORTH WEST SUPPORT GROUP

Monday 6th September 10am to 12noon (**NB: change of day**) - Senior Citizens, Ulverstone

Xmas function: Wednesday 24th November 12noon to 3pm (venue TBA).

At Ulverstone 11 members attended with 4 apologies. Morning tea was kindly supplied by ladies from the Senior Citizen's Club and was greatly appreciated by the members. Our guest speaker at Ulverstone was Eleanor Baily who also spoke on how she coped when her husband Wayne was first informed that he was to have a pouch, and how she managed on his return home. It was a most interesting talk, which was followed by other members speaking on this topic and others that came later. In all areas it was nice to have new members coming along.

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

Please don't forget there is NO COST TO ANYONE WHO ATTENDS.

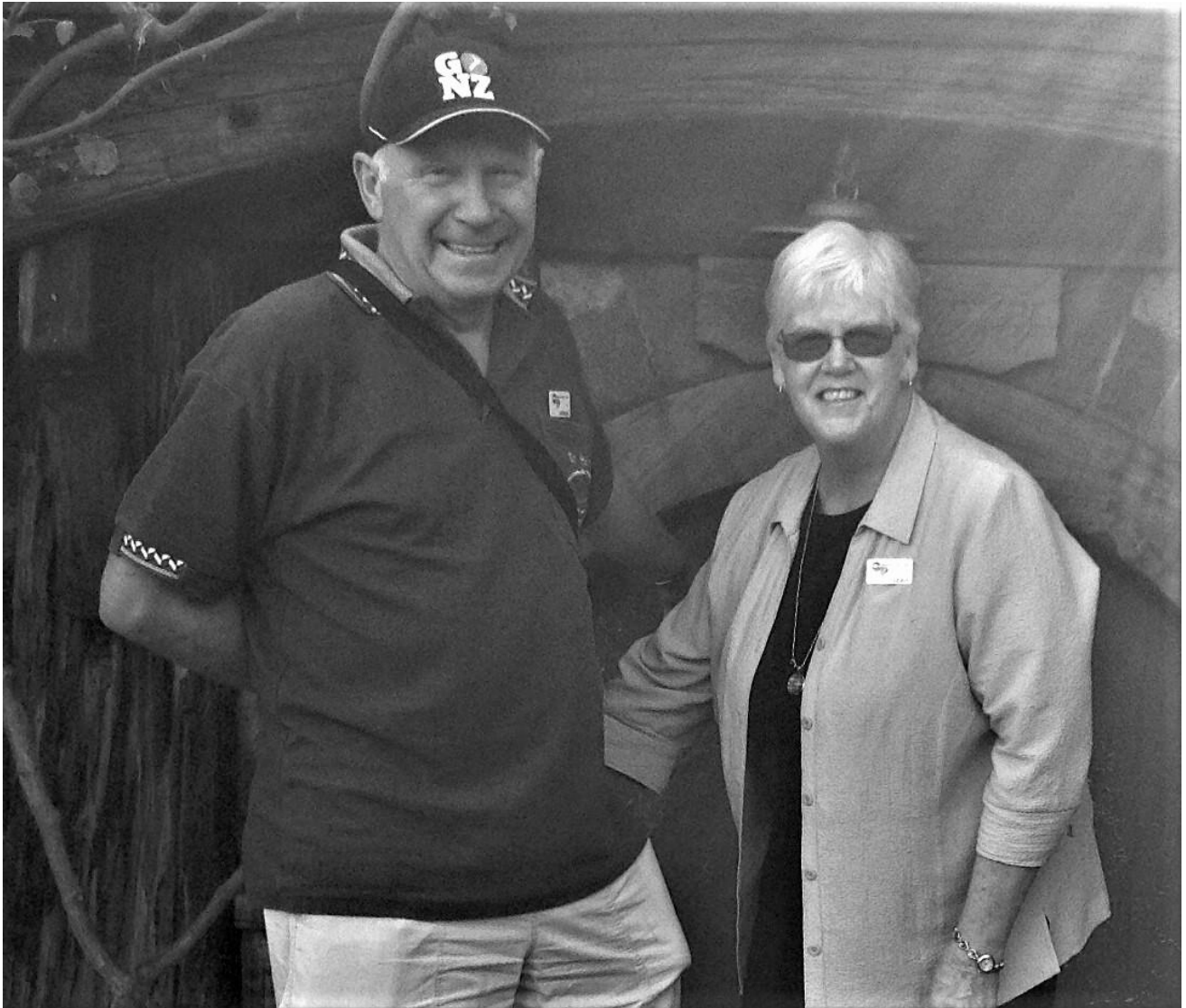
SEMI COLONS CANCER SUPPORT GROUP

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 recommenced and are scheduled on the third Friday of every month - 10am to 12noon (**NB: new meeting times**), at 15 Princes St Sandy Bay. NB: People can also call via the Psychosocial Phone Support on 1300656585, or Cancer Council helpline on 131120

ADRIAN J KOK - PROFILE

Those of you who attend Ostomy Support Groups around Tassie will be familiar with Adrian Kok. Adrian has been, and continues to be, a committed stalwart in providing an important educational and social support network for new and old Ostomates from around the state. This is his story:



My name is Adrian John Kok (pictured above with wife Leah), one of 10 children in a family who migrated to Australia from Holland in 1955. I'm also an Ostomate. After spending some time in a migration camp in Albury/Wodonga we moved to Tasmania. My father and eldest brother worked in a market garden which many years later my father purchased, and it became Kok's Nursery at Newnham in Launceston. I attended St. Finn Barr's Primary School and later St. Patrick's College. After leaving college, I worked on my parent's market garden business for many years. Looking for a new challenge I left the nursery and commenced working with Rolf Vos, which later became Woolworth's, as a produce manager. I continued to work for Woolworths for 24 years, where I took on many roles within the company. Training new workers was one of the most challenging but also most satisfying role.

I am married to my wife Leah for 49 years this year and we have 3 children and 2 granddaughters who we are very proud of. Our eldest son David lives on the Shetland Islands with his wife and our grandchildren. We visited with them in 2008, which was a trip of a life time. We also visited Holland which was my first and only trip back to Holland since we migrated to Australia.

Our second son Adam lives with his wife in Hobart, and our daughter Alison, who is also married to a Shetland Islander, thankfully lives in Tasmania at a lovely place on the East Tamar called Swan Bay.

During my early years I was a keen soccer player and later, when my children started school, I became involved with coaching soccer. I coached for 31 years and managed to achieve 30 championships. The success was not so much my coaching but the enthusiasm of the players and their enjoyment of the game. I was also a referee for the Tasmania soccer association for 13 years where I managed to reach the top level of refereeing. All three of my children attended the same schools I had attended as a young lad. During that time, I became involved (as most parents do) as president of the P & F, then I was asked to go on the School Board as well as being involved in many other committees within the school and the local catholic church. Then in later years I became involved with the MS Society, where I was vice-president for 5 years. I am also a Rotarian with the Rotary club of Launceston and have been for 23 years. One of my finest achievements as a Rotarian was being awarded the Paul Harris Fellowship Award. In 2006 I was also nominated by the Chief Executive of Woolworths as the national Hero for all my work within the company and the community. In that same year, Woolworths nominated me to run with the Commonwealth Games Torch in the baton relay, which contained a message from Queen Elizabeth II. It was a very proud moment for me. In 2009 I was forced into early retirement at the age of 58, due to bowel cancer. Being cleared of the first episode of bowel cancer I then went back to work for a short time only to discover that the cancer had come back. This time it was so much more serious and I ended up with a colostomy bag. I went through many months of treatment and it was a very slow and long recovery. Struggling with the treatment and many operations I was determined I wasn't going to let it get the better of me. So finally after a few years, with the support from family and friends, I started to feel like I wanted to do something to help others in this situation. I found it a very daunting and often scary situation to now have a colostomy bag and to know how to manage it. I found there wasn't a lot of support especially when you left the hospital. The local Stoma nurse, with whom I spoke, was very keen for me to start a support group which had folded a few years prior. I found that Stoma nurses are so busy on the wards that they often found it difficult to be there for out patients. I thought, this is how a regular support group would help those who are unable to speak to a Stoma nurse on a regular basis. After talking with my wife Leah I decided to take on yet another challenge in my life - to coordinate a support group in Launceston. From a most successful first support group meeting where 25 people attended, I was then asked to start one on the North West Coast of Tasmania at Ulverstone.

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The Ulverstone group also proved to be successful, so the following year I started a group in Hobart. With financial support for petrol from Ostomy Tasmania, which I greatly appreciate, my wife and I to continue to run the support groups in Ulverstone and Hobart. Due to my many trips into hospital and my health history I was approached by a staff member at the Launceston General Hospital who invited me to join their training program, Patient Partners. The program helps medical students to be more hands on with their patient's health history and to learn to listen to their patients. There is always a qualified medical doctor in attendance to advise and educate the medical students. As the Launceston General is a training hospital this program is such a valuable program. As a participant of the program, I have also learnt so much about my own health. Due to my continuing health issues my wife and I decided, together with our little therapy dog, to move into a retirement village. It's been the best decision we have made. We have fitted into village life very well and now I have the enjoyable challenge of being coordinator of fun functions for people living in the village. With the Olympic games coming soon I am organising a fun day of games for the residents which will be called the "Gerry-athletes" Olympics.

To finish off, let me just say that I have enjoyed and am still enjoying my life. I am pleased with what I have achieved along the way, especially with the Ostomy support groups where I've met and continue to meet some wonderful and inspiring people. There are always health challenges, mainly related to all my cancer treatments. Although I have had many trips to hospital and operations, I continue to recover well and I just keep going while I can. Make the best of what you've got and keep smiling.

Adrian J Kok

CHECK-IN FOR COVID!

The Covid virus continues to impact on our lives in all manner of ways. As I write another lockdown has been called in Victoria/South Australia following an ongoing lockdown in NSW. This is a timely reminder of how we continue to live in the midst of a pandemic, and just how quickly circumstances can change and potentially throw our daily lives into chaos. At Ostomy Tasmania we are very conscious of how a sudden outbreak of Covid cases could impact on our ability to meet the needs of our members. Circumstances could quickly change, requiring the need to adapt and change how we operate on a daily basis. It is therefore important that we follow Health Department rules closely until we find a way to properly live with the virus. With this in mind we urge those members who are once again collecting their products from our premises to make sure they use the Tasmania Covid check in mobile app each time they collect, and observe Covid safe practises at all times. This is now a legal requirement when attending all business premises, regardless of how long you are there. To keep us all safe, now is not the time to be complacent so please follow the rules.

MAINTAIN YOUR EMERGENCY SUPPLY

Due to the ongoing rolling lockdowns that are currently enforced across much of the country at this time, we would remind our members to make sure they have sufficient supplies to cover emergencies (eg. 3 weeks supply in reserve). There is always the possibility that delivery supply out of Melbourne could be disrupted because of the shipping difficulties (local and global) associated with Covid, meaning there remains a chance your product/s may be subject to delays in arriving at our distribution office over coming months. Better to be safe than sorry.

CHRISTMAS CLOSURE DATES

We will close from 2pm Tuesday 21st December, and will reopen on Tuesday 4th January 2022. For deliveries required prior to Christmas, your order will need to be received by us by Friday 3rd December otherwise we cannot guarantee you'll get it in time.

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

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.

ACSA CONFERENCE INFORMATION

The QLD Conference organising committee has decided to proceed with a one day meeting in Brisbane on Saturday 16th October, 2021 but within very informal arrangements. The purpose of the meeting will be to conduct the ACSA General Meeting (prior to the AGM) and the Appliance Officers meeting, and anything else we want to do on the day. The meeting will be at the Royal on the Park, which is a lovely old Brisbane Hotel located opposite our Botanical Gardens in Brisbane. Meeting registration fees will be a nominal amount intended to cover costs only, and will be payable shortly prior to the meeting to offer the most flexibility for changed travel arrangements. We would love to see as many people attend as possible but do understand that the current environment makes this difficult. Pop it in your diaries though, and hopefully things will improve over the coming months.

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)
Sonia Hicks *	Stomal Therapy Dept, RHH; (ph 6166 8283)
Heather Noga *	Hobart Colorectal Clinic, Lenah Valley; (mob 0417 366 769)
Vanessa Rhodes *	Stomal Therapy Dept, RHH; (ph 6166 8283)
Megan Twaits	Royal Hobart Hospital (Ward K9W)

NORTHERN REGION

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**. 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



Ostomy Tasmania Incorporated

ORDER FORM

P.O. Box 280

Fax No: 03 6228 0744

Moonah Tasmania 7009 Email: admin@ostomytas.com.au Phone: 03 6228 0799

Please provide name, address and phone number; update other details where necessary.

Name: _____ Entitlement No: _____

Address: _____

_____ Postcode _____

Phone no. _____ Date of Order _____

Medicare No: (11 digits) _____ Expiry date: _____

Concession Card (if applicable): _____ Expiry date: _____

APPLIANCES/PHARMACEUTICALS ITEM AND CODE NUMBER	QUANTITY	COST (if applicable)
Doctor/STN certificate for extra supplies herewith/already sent?		Yes <input type="checkbox"/> No <input type="checkbox"/>
CASH SALE ITEMS (tape, spray etc)		
POSTAGE & HANDLING (per parcel) <i>(please tick appropriate box)</i>	prepaid <input type="checkbox"/> DVA <input type="checkbox"/> enclosed <input type="checkbox"/>	\$ 15.00
MEMBERSHIP FEE \$70 Ordinary, \$60 Concession, \$10 Associate	(due 1 July each year)	
DONATION (Tax deductible over \$2.00)		
TOTAL enclosed <input type="checkbox"/> Credit Card <input type="checkbox"/>		\$
Credit Card _____ / _____ / _____ / _____ Expiry Date _____ / _____ CVV (on back of card) _____		
Name on card _____ Signature _____		
Direct Credit details: BSB: 807 009 A/c No.:5109 4661 A/c Name: Ostomy Tasmania Inc (please include your FULL NAME as a reference)		