



Ostomy Tasmania Incorporated

NEWSLETTER No. 212

December 2021

(Supplement to Ostomy Australia Volume 30 No 3)

PRESIDENT'S ANNUAL REPORT



Throughout the past year our staff and volunteers have continued to provide excellent service for our members, and once again we offer our sincere thanks for their dedication and hard work.

COVID-19 has continued to have an impact on all of us, although we are thankful that here in Tassie we have been better off than many of our counterparts in other places. We need to continue to be vigilant and proactive so that we continue to provide a safe workplace and minimise risk to our members, staff and volunteers.

During the year we transitioned to a new computer system. Thank you to all who worked to ensure a smooth changeover.

Finally, I would like to thank the Committee members for their ongoing service to ensure the Association continues effectively in supporting all our members.

Peter Clarke (President)

NEXT MEETING

MANAGEMENT COMMITTEE MEETING

DATE & TIME: SATURDAY 19 MARCH 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.

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

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 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 parcels over 6kg)
- 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** mornings **by prior arrangement (9am – 1pm)**.
- **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. 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 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

31 members attended with 6 new members to a special group meeting. After welcoming everybody, the new members were asked if they would share with the others their emotions when first told they were having a pouch, and how they coped in the months after the operation. Several questions and lots of discussion followed. Stomal Therapy Nurse Teena Carydakis then came into the room just in time to answer several questions. At 2.45pm retired Stomal Therapy Nurse Sue Delanty arrived. The group had organised the meeting to present Sue with some special gifts on behalf of all those present and others who have been supported by Sue over the many years of work. Coordinator Adrian Kok presented the gifts to Sue which were greatly appreciated. The group broke for afternoon tea which was supplied by some of the members. Thanks to those members. It was great to see that all of the new members were kindly made welcome by the others, with a lot of friendship given.

2022 March meeting dates/venues: Monday 7th March 12.30pm to 2pm & 2.30pm to 4pm - Cancer Support Centre 69 Howick St Launceston

SOUTH SUPPORT GROUP

10 members attended, 3 of whom were new members. Coordinator Adrian welcomed and introduced the new members. Each new member was more than pleased to share their experiences with a pouch. Further discussion took place, with others coming in on the topics mentioned. We then stopped for morning tea and broke in small groups to talk more with the new members. Barbara Pitt, from the Launceston

group, also attended and kindly brought some morning tea. Barbara was in Hobart visiting her sick daughter (having an operation). It was great to see new faces attend. **March 2022** meeting dates/venues: **Wednesday 9th March 10am to 12noon** - Cancer Council, 15 Princes Street, **Sandy Bay**

NORTH WEST SUPPORT GROUP

The support was attended by 14 members with 2 new members. After some discussions on several questions asked by one of our new members, we had morning tea and then spoke more on several questions related to life with a pouch. It was decided by all that the Christmas function (held on the 24th November) be hosted once again at the Ulverstone Senior Citizens due to the great work done the previous years for the group.

March 2022 meeting dates/venues: **Wednesday 16th March 10am to 12noon** - Senior Citizens, **Ulverstone**

For further information re: 2022 meeting dates please 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 the normal support group meetings.

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

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.

NEW PACKING SLIP FOR MEMBERS

Most of you will have realised by now that we now supply a packing slip with your order, which details the company code and the amount of the product you have ordered, as well as the total cost paid to the supplier (and reimbursed to us via the PBS system). The form also lists other important details such as postal address, membership number, and postage balance.

STN PROFILE: MICHELLE EMIN

Name: Michelle Emin

How long have you been an STN: 7 ½ years.

Where do you work: North West Regional Hospital – Burnie.

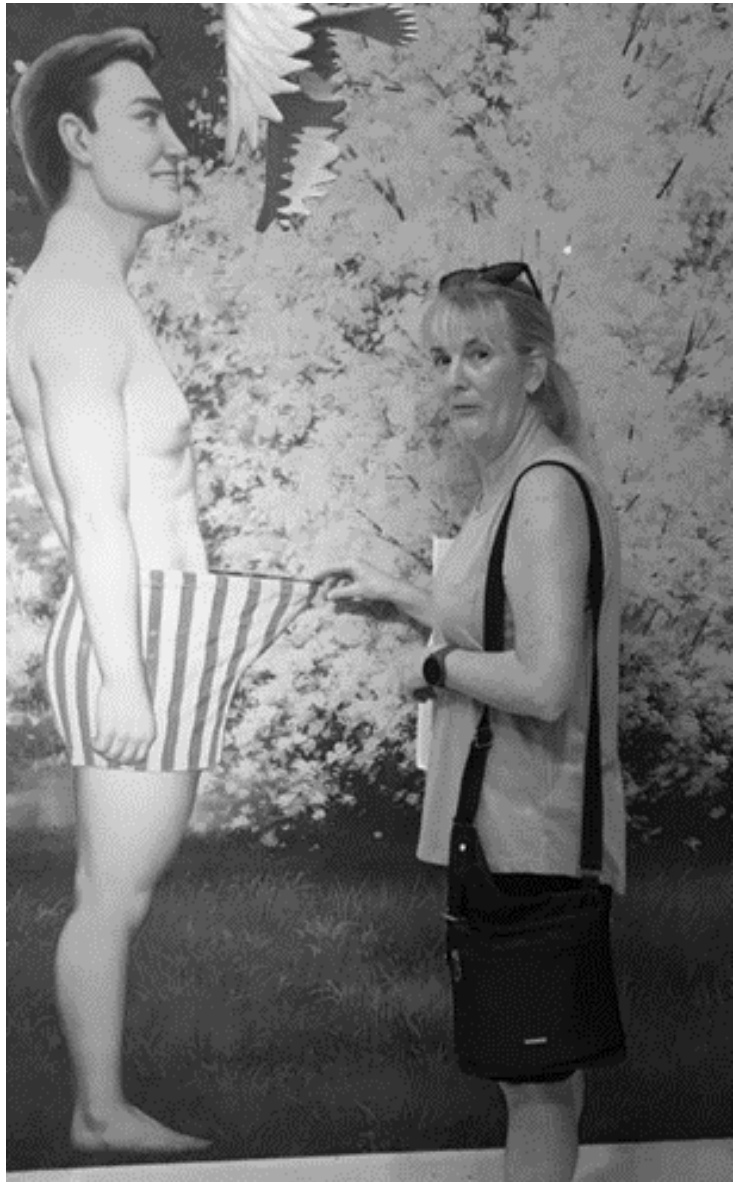
Married: Yes, with a very supportive husband and beautiful daughter

Memorable moment with patient:

They are all memorable, everyone has a special place in my heart. Especially when a plan comes together for a patient and you can turn that upside-down smile back up the right way.

Hobbies: I love to get outside for a good walk or in the garden; on wintery days I like to be crafty. Being a Stomal Therapy Nurse has given me the opportunity to meet some wonderful and resilient people and hopefully I have made their journey a little easier for them. Being there for them not only when things are tough but also for the better times.

Also, for me, having the support from the wonderful Stomal Therapy Nurses here in Tasmania. Thank you.



CHECKING YOUR PRODUCT ISSUE

In a recent questionnaire aimed at users of our service (C/- ACSA) we received feedback from clients wanting to be able to access more information about the products they need to order, especially clarification about the quantity they are allowed to order each month. The best way to source this information is via the schedule on the health department's government website <https://www.health.gov.au/resources/apps-and-tools/stoma-appliance-scheme/schedule>.

The Stoma Appliance Scheme Schedule lists all the stoma-related products and appliances that are subsidised under the scheme. Using the search tool, you can enter the company code (or SAS code) of the product you want to view, and it will search all the stoma appliances on the schedule, which includes the pack size and maximum quantity allowed each month (or each year).

FLEXIBLE OPENING HOURS

Other feedback we received from members in the latest questionnaire was in relation to our opening hours for our office. Many folks still believe that they can only collect supplies on our official advertised day for collection (Monday), however we can also accommodate members who cannot collect on Mondays to collect supplies on other weekdays - between the hours of 9am – 1pm (excludes public holidays). All you need to do is advise us of the day that you wish to collect. This affords you greater flexibility – for example if there has been a supplier delay with your order, or you need an emergency issue.

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 need to open up especially for you.



ACSA FEEDBACK SURVEY RESULTS

Many of our members would have submitted a feedback survey, designed for ostomates and affiliates, earlier in the year. This was an initiative of ACSA – Australian Council of Stoma Association. If you would like to view the results they can be found on the “notices” page of our website: ostomytas.com.au. Over 8,000 responses were received Australia wide which is a good representation of our sector. This feedback will assist ACSA in future negotiations with relevant government departments in meeting the needs of ostomates going forward. Thank you to those of you who contributed.



OUR NEW VICE PRESIDENT

Colman Dwyer, the latest member of our volunteer team, has stepped up to become the new Vice President of Ostomy Tasmania Inc.

This position has been vacant for some time, so Colman's enthusiasm in stepping into this role is most welcome, and is sure to help maintain a robust, competent, and well represented Management Committee going forward. We look forward to receiving his energy and ideas in his new position.

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	Mr Colman Dwyer
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 T. Bonde RN

ADMINISTRATIVE & BUSINESS SUPPORT

Mrs Melissa Ferguson, Mrs Karen Hooker, Mr Philip Emery