



Ostomy Tasmania Incorporated

NEWSLETTER No. 215

August 2022

(Supplement to Ostomy Australia Volume 31 No 2)

BLADDER CANCER FUNDRAISING EVENT

Of interest to many ostomates, particularly those with a urostomy, is “Anna's Walk”. This is an event organised by Bladder Cancer Australia to raise awareness of bladder cancer amongst all Australians, and to highlight the information & support available for those in need. This year several walks were organised in some of the state capital cities around Australia, however unfortunately Tassie missed out. The good news is one is planned for next year in Hobart – so watch out for future dates on their website at www.beatbladdercanceraustralia.org.au/annas-walk, and put a note in your diary. According to the website “It is also an opportunity for us to do our bit to support those who have been directly impacted by this terrible disease. And it’s a great excuse to take time out of our busy lives to simply appreciate the beauty all around us.” “Anna inspired us to form BEAT Bladder Cancer Australia; a volunteer-led patient advocacy charity to help raise awareness of bladder cancer, and to provide information & support to those touched by this terrible disease.” Anna’s story can be found on the website.

NEXT MANAGEMENT MEETING & AGM

MANAGEMENT COMMITTEE MEETING and AGM

DATE & TIME: SATURDAY 17 SEPTEMBER 2022, 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, and the AGM to follow. 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 to Fridays 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 total 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 2022

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 unfinancial 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 2022/2023 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 2022, 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

NORTHERN SUPPORT GROUP

With Stoma Awareness Week, there was a fine attendance, even though we had 19 apologies. The Launceston group has now been split into two groups because of the large numbers. There were 19 members in the first group and 16 members in the second group. Thea Loiterton from Coloplast gave an excellent presentation and also brought along lucky door prizes. Coloplast also paid for afternoon tea, which was much appreciated by all. Thea was also there to answer any questions the members had. Teena Carydakis, Stomal Therapy Nurse from the LGH was present at both meetings to help answer and assist with any problems members had.

The next meetings will be on 5th September at the Cancer Support Centre. The first meeting from 12.30 to 2.00pm and the second meeting from 2.30pm to 4.00pm. Both meetings will have a guest speaker.

All members, including their spouses/carers and any new people are more than welcome to attend these meetings at no cost. Please contact Adrian on 0498 196 059 if you wish to come along. This also helps with catering needs.

SOUTHERN SUPPORT GROUP

The southern group met at the Cancer Support Centre at Sandy Bay, where 12 members attended including 2 new members. Kerrie Dunn from Omnigon gave a very informative talk on their new products, particularly those which assist with skin care. This generated a very in-depth discussion among the members, with many questions put to Kerrie who was most efficient in answering each one. Kerrie Dunn also donated the lucky door prize.

Stomal Nurse, Tess Bonde from the District Nurses also gave a very interesting and fun presentation on Hernia prevention and the importance of wearing support garments. The members were most appreciative of Kerrie Dunn making the trip from Victoria, as it had been a while since there had been a medical rep at any of the meetings. Also, thanks to Tess Bonde, for making her first appearance at a meeting. We look forward to seeing more of Tess at other meetings.

The next southern group meeting will be 7th September commencing at 10.00am to 12.00pm at the Cancer Support Centre in Sandy Bay. All members, including their spouses/carers and any new people are more than welcome to attend the meeting at no cost. Please contact Adrian on 0498 196 059 if you would like to attend. This also helps with catering needs.

NORTH – WEST SUPPORT GROUP

The meeting on Wednesday 22nd June held at the Ulverstone Senior Citizens, had 14 members attending with 7 apologies. The meeting started with a short talk on skin irritations by Denise Barr from Hollister. Morning tea was paid for by Hollister and was greatly appreciated by all. Stomal Therapy Nurses, Michelle Emin and Andrea Hicks, then introduced to the group a game, Pass the Parcel. The parcel was passed around and unwrapped by a member to show a small prize, but before they could have the prize the person had to ask a question regarding any problems associated with their stoma. This was a fun and very informative way of asking questions, with either Michelle and or Andrea giving the members very in-depth responses to their questions. Lots of fun had by all.

A big thank you to Michelle and Andrea for giving us lots of laughs but also for thinking outside the box of a way of discussing some very uncomfortable topics. Many thanks to everyone including Denise from Hollister for attending the meeting. Next meeting will be September 14th at 10.00am to 12.00pm at the Senior Citizens in King Edward Street, Ulverstone.

All members, including their spouses/carers and any new people are more than welcome to attend the meeting at no cost. Please contact Adrian on 0498 196 059 if you would like to attend. This also helps with catering needs.

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

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. People can also call via the Psychosocial Phone Support on 1300656585, or Cancer Council helpline on 131120.

TRANSFER OF MEMBERSHIP

For those familiar with our website, you might have noticed that we have now added a “*Transfers*” page – this is for the benefit of prospective members from other associations who are seeking to move to Tassie and want to transfer their existing membership (and why wouldn’t they!!)

Some of the other associations have comparable facility on their own websites, for any seeking to migrate to the north island (but why would 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.

CHRISTMAS CLOSURE DATES

We will close for the Christmas break at 1.00pm on Tuesday 20th December (last day for collections). We will re-open at 9.00 am on Tuesday 3rd January 2023. Requests for December supplies, and double issues for December/January, **MUST** be with us by 9am Monday 5th December.

STOMA PRODUCTS NO LONGER NEEDED

Whilst we always encourage return of product to the Stoma Therapy departments at your local hospital when the item is no longer needed (eg. a client has had a reversal or sadly passed away), we have recently been contacted by stomal therapy nurses asking that the person responsible please first check the expiry date of the item before bringing to them. Obviously, items beyond their used by date cannot be reissued to other patients in need, and then must be disposed of by the nurses (who have limited storage space). Please note we are unable to take back items here at Ostomy Tasmania if it is beyond the issue month, as we have already been reimbursed by Medicare for the items provided to clients.

IMPORTANT: WEEKLY ORDERING TIMES

Please note we order stock in weekly: Coloplast / Ainscorp / Convatec products early Monday morning, and Dansac / Hollister / Omnigon products early Tuesday morning. If you miss the cut off time your item will not get ordered until the following week (assuming we do not have your product on our shelves). Unfortunately, if we only have one or two users of a particular product, we generally do not keep stock on hand, as we simply do not have enough space, and individual circumstances can change at short notice leaving us with a product we have paid for, but for which we have no users (and therefore cannot claim reimbursement from Medicare).

CONCESSION CARD EXPIRY DATE

We request that all members with concession cards to please check that you have an expiry date that is current, and to provide these details with your next order. We have many needing to update their “valid to” date on our database, and this would assist us in keeping our records up to speed for Medicare purposes. Thank you for your assistance.

REQUEST RE: CREDIT CARD PAYMENTS

We would like to remind those members who have internet access that we have a “*Payment*” page on our website at ostomytas.com.au where credit cards payments (secure gateway with Square) and direct credit banking details can be accessed. Membership, postage, and cash sale items can be made this way at any time – and we are notified of payment immediately when a Square payment is made. By using this facility, you will be helping to reduce our workload in the office and the chance for miscommunication errors which can occur over the phone (which requires us to ring you back to correct). Of course, if you do not have internet access, or do not feel confident with online transactions then you can still ring through your details. We do appreciate your cooperation.

NEW ORDERING PORTAL COMING SOON

ACSA (Australian Council of Stoma Associations) have advised that a new member ordering portal is currently being developed that links in with existing associations’ Stoma Appliance Management Systems. This is intended to allow members to login direct to an online ordering portal where individual items and your ordering history can be looked up on a database - and orders submitted direct onto the Australia wide computer management system (SAMS). This may be a more convenient way for ostomates (who are computer savvy) to order their product each month. A couple of associations are currently trialling the new ordering portal. We will keep you posted of developments.

2 MONTH ORDERING EXPLAINED

Just to remind members for those who have had their stoma for longer than 6 months, you can usually order for the current month plus the next month (i.e. a two month supply). The reason for the 6 month waiting period is that members often need to change their products when they are new ostomates.

Please note however that we do reserve the right to restrict 2 month orders to 1 month in certain situations (eg. for Dual Ostomates, or complex orders requiring lots of certificates for extra supplies). Also, we can’t issue 2 months of a new product until you have tried it out.

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